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ServSafe Manager Exam Sample Questions (Q59-Q64):

NEW QUESTION # 59

Which is a way to prevent contamination of hot food on display in a self-service area?

- A. Assigning food handlers to follow customers through the self-service area³⁴
- B. Posting strongly worded signs about inappropriate customer behavior⁵⁶
- C. Providing a handwashing sink for customers
- **D. Providing fresh plates for return visits by customers¹²**

Answer: D

Explanation:

In a self-service or buffet environment, one of the greatest risks of cross-contamination is "norovirus" and other pathogens being transferred from used plates back to the communal serving utensils or the food itself.

The FDA Food Code and ServSafe standards strictly require that fresh plates must be provided for return visits by customers. When a customer takes a "dirty" plate back to the buffet line, there is a high probability that the serving spoon or tong will touch the plate, which may have been contaminated by the customer's saliva or hands during their first course.

Establishments must post signs or use staff to remind customers to use a clean plate for every trip to the buffet. Additionally, the food must be protected by sneeze guards, which should be located 14 inches (36 centimeters) above the food and extend 7 inches (18 centimeters) beyond the food. While assigning handlers to monitor the line (Option C) is a good general practice for safety, the "fresh plate" rule is a specific, mandatory regulatory requirement. Providing handwashing sinks for customers (Option A) is helpful but does not prevent the specific plate-to-utensil contamination. Signs (Option D) are only effective if the rule- specifically the use of clean plates-is actively enforced. Managers are responsible for ensuring a sufficient supply of clean plates is always available at the start of the buffet line to encourage this safe behavior.

NEW QUESTION # 60

Sinks must be used for the correct intended purpose to prevent

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

Answer: C

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 # 61

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

- A. Food spills and beverage machine leaks

- B. Mold and mildew
- **C. Vomit and diarrhea**
- D. Rodent droppings and dead cockroaches

Answer: C

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 # 62

As part of an operation's food defense program, the Person in Charge (PIC) should

- A. accept deliveries from unapproved suppliers.
- B. allow staff to store personal items in the food prep area.
- **C. restrict access by unauthorized personnel.**
- D. report suspicious activity to the FDA

Answer: C

Explanation:

Food defense is the effort to protect food from acts of intentional contamination or tampering. While food safety focuses on accidental contamination, food defense addresses the threat of someone—such as a disgruntled employee, a competitor, or a terrorist—deliberately making food unsafe. The ServSafe Manager curriculum utilizes the FDA's A.L.E.R.T. acronym to guide managers in creating a food defense program. A critical component of this program is the "L" in A.L.E.R.T., which stands for Look, emphasizing the need to monitor the security of products in the facility. Restricting access by unauthorized personnel is a primary step in this process.

The PIC must ensure that only authorized staff members are in the back-of-house areas, storage rooms, and loading docks. This includes managing delivery personnel, service technicians, and visitors. Access points should be locked when not in use, and there should be a system for identifying employees and visitors.

Allowing staff to store personal items in prep areas (Option B) is a hygiene and safety violation, and accepting deliveries from unapproved suppliers (Option D) bypasses the "Assure" stage of food defense.

While reporting suspicious activity to the FDA (Option A) is a potential secondary step, the first line of defense is preventing unauthorized people from gaining access to the food supply in the first place. By controlling who enters the kitchen and storage zones, the manager significantly reduces the risk of malicious tampering or the introduction of harmful biological or chemical agents into the flow of food.

NEW QUESTION # 63

When should food handlers use hand antiseptics?

- A. Instead of washing hands
- B. After putting on gloves
- C. Before washing hands
- **D. After washing hands**

Answer: D

Explanation:

Hand antiseptics (hand sanitizers) are often misunderstood in the foodservice industry. According to the ServSafe Manager

curriculum and the FDA Food Code, hand antiseptics are never a substitute for handwashing. They must only be used after the full handwashing process has been completed and the hands have been dried.

Image of handwashing vs. hand antiseptic use

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The primary reason for this is that antiseptics are not effective at removing dirt, grease, or certain tough-to-kill pathogens like Norovirus or Hepatitis A if the hands are soiled. Soap and water, combined with the mechanical friction of scrubbing, are required to physically lift and wash away these contaminants. An antiseptic used on dirty hands will simply be neutralized by the organic matter. Furthermore, the antiseptic used must be compliant with the FDA's "Code of Federal Regulations" for food contact. If an antiseptic is used, the food handler must allow it to completely air-dry before touching food or equipment to avoid chemical contamination. Using it before washing (Option B) is useless as the soap will wash it away, and using it instead of washing (Option A) is a major health code violation. Managers should view antiseptics as an "extra layer" of protection, but the core focus must always remain on rigorous, frequent handwashing at the appropriate times.

NEW QUESTION # 64

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