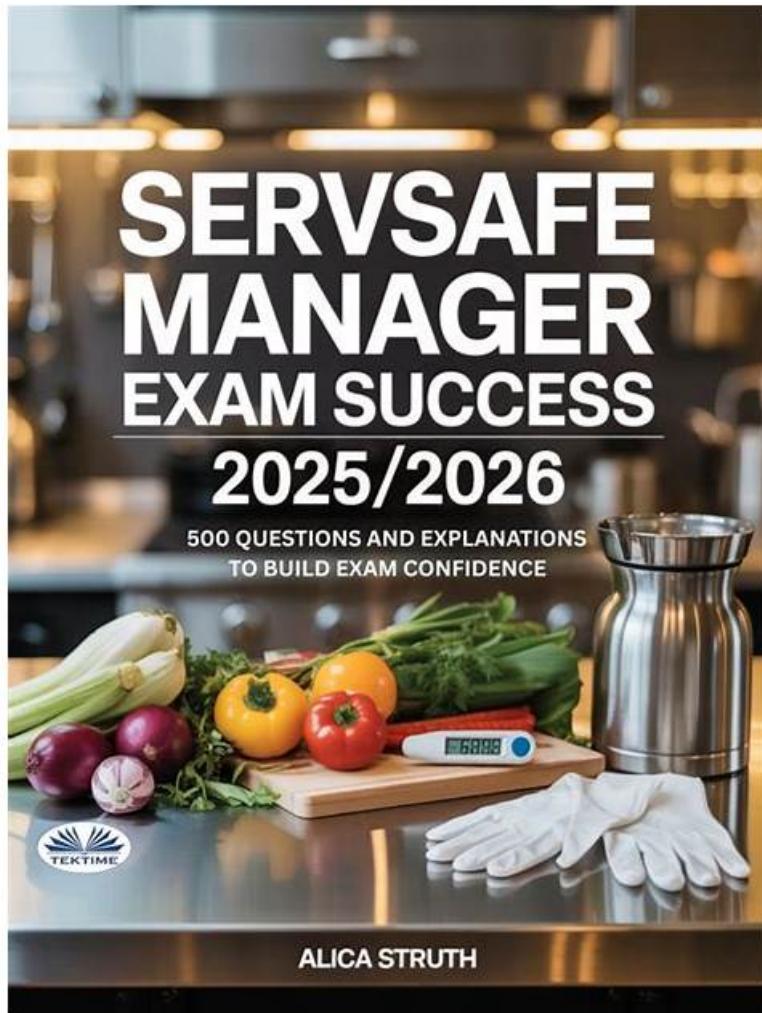


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## ServSafe ServSafe-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• FORMS OF CONTAMINATION: This chapter covers biological, chemical, and physical contaminants, plus deliberate contamination, outbreak response, and food allergen management.</li></ul>
Topic 2	<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 3	<ul style="list-style-type: none"><li>• THE SAFE FOOD HANDLER: This chapter addresses how food handlers contaminate food and outlines personal hygiene programs to prevent contamination during handling.</li></ul>
Topic 4	<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 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>• 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 7	<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 8	<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>

## ServSafe Manager Exam Sample Questions (Q53-Q58):

### NEW QUESTION # 53

An operation must hire a pest control operator who is

- A. bonded.
- B. insured.
- C. experienced.
- D. licensed.

### Answer: D

Explanation:

Integrated Pest Management (IPM) is a critical part of maintaining a safe food facility. Pests such as cockroaches, rodents, and flies are not just a nuisance; they are biological hazards that carry pathogens like *Salmonella*, *Shigella*, and *E. coli*. ServSafe Manager guidelines mandate that an operation must work with a licensed Pest Control Operator (PCO). While being bonded, insured, or experienced are positive business attributes, the legal and safety requirement focuses on the license.

A licensed PCO has the specialized training to handle restricted-use pesticides that are not available to the general public. They understand the behavior of pests and can develop a customized prevention and treatment plan that is safe for a food-handling environment. The FDA Food Code prohibits food handlers from applying their own pesticides because improper application can lead to chemical contamination of food and surfaces. A PCO will provide documentation of their visits, the chemicals used, and recommendations for facility repairs (such as sealing cracks or fixing floor drains). Managers are responsible for providing the PCO with access to the building and following through on their suggestions for "pest-proofing." This partnership is a proactive "Food Safety Management System" designed to deny pests food, water, and shelter before an infestation can take root.

### NEW QUESTION # 54

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. Continue serving, since the probability of having received tainted food is slim

- B. Immediately locate and isolate all of the chicken tenders and call the regulatory authority.
- C. Donate all of the chicken tenders to a local food bank.
- 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 # 55**

In a cooler, which item should be stored on the bottom shelf?

- A. Raw pork
- B. Ground beef
- C. Raw poultry
- D. Salmon steaks

**Answer: C**

Explanation:

According to the ServSafe Manager curriculum and the FDA Food Code, refrigerated storage follows a strict "top-to-bottom" hierarchy based on the minimum internal cooking temperatures of each food. This organization is a vital preventative measure against cross-contamination. Pathogens from raw animal proteins can drip or leak onto other foods; therefore, the food that requires the highest cooking temperature to kill those pathogens must be placed at the very bottom. Raw poultry, which includes whole or ground chicken and turkey, must be cooked to a minimum internal temperature of 165° F.