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ServSafe ServSafe-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• FOOD SAFETY MANAGEMENT SYSTEMS: This chapter introduces systematic approaches like HACCP for identifying hazards, establishing controls, and implementing corrective actions.
Topic 2	<ul style="list-style-type: none">• THE SAFE FOOD HANDLER: This chapter addresses how food handlers contaminate food and outlines personal hygiene programs to prevent contamination during handling.
Topic 3	<ul style="list-style-type: none">• SAFE FACILITIES AND PEST MANAGEMENT: This chapter covers facility requirements for safe operations, emergency preparedness, and comprehensive pest prevention and control programs.
Topic 4	<ul style="list-style-type: none">• THE FLOW OF FOOD: PURCHASING AND RECEIVING: This chapter covers supplier selection, receiving procedures, and proper storage methods including temperature requirements and organization.
Topic 5	<ul style="list-style-type: none">• PROVIDING SAFE FOOD: This chapter introduces foodborne illnesses, their causes and transmission, and establishes the foundational principles for maintaining food safety throughout operations.

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ServSafe Manager Exam Sample Questions (Q64-Q69):

NEW QUESTION # 64

A non-food-contact surface must be

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

Answer: A

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 arenonabsorbent, 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 # 65

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

Answer: A

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 # 66

Which food should be stored below all others in a cooler?

- A. Cooked rice
- B. Fresh carrots
- **C. Raw duck**

- D. Raw sausage

Answer: C

Explanation:

Refrigerator storage order is determined by the "minimum internal cooking temperature" required for each type of food. This vertical storage system is designed to prevent cross-contamination caused by juices or pathogens dripping from one food onto another. Raw poultry, which includes raw duck, chicken, and turkey, has the highest required cooking temperature-165

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