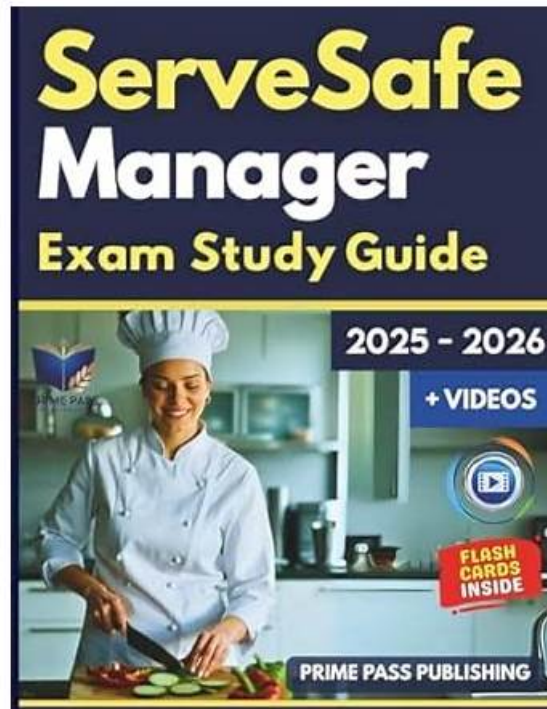


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## ServSafe Manager Exam Sample Questions (Q46-Q51):

### NEW QUESTION # 46

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

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

**Answer: A**

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 # 47

A food handler who is diagnosed with norovirus and is symptomatic should be

- A. excluded from the operation.
- B. allowed to stay off work for 12 hours.
- C. terminated as soon as possible.
- D. restricted from working around food.

**Answer: A**

Explanation:

The "Big 6" pathogens, which include Norovirus, are highly contagious and can cause severe foodborne illness even in small doses. According to the ServSafe Manager curriculum, there is a strict distinction between "restricting" and "excluding" an employee. If an employee is diagnosed with Norovirus and is exhibiting symptoms (such as vomiting or diarrhea), the Person in Charge (PIC) must exclude them from the operation entirely. This means they are not allowed to be in the building, as they pose a high risk of spreading the virus through the air or surface contact.

Norovirus is the leading cause of foodborne illness in the U.S. and is often spread through the fecal-oral route.

An excluded employee cannot return to work until they have been asymptomatic for at least 24 hours (some jurisdictions require 48 hours) or provide a written release from a medical practitioner. Managers must report these diagnoses to the local regulatory authority. Simply "restricting" the employee (Option D)—which would mean letting them do non-food tasks like taking out the trash—is insufficient for Norovirus because of its high transmissibility. Correct management of sick employees is a primary component of "Active Managerial Control." By following the mandatory exclusion rules, the manager protects the health of the customers and the reputation of the business.

### NEW QUESTION # 48

What information must be on the label of a sandwich to be held in a self-service unit?

- A. Preparation time
- B. Preparer's name
- C. Ingredient list

- D. Retail price

**Answer: C**

Explanation:

Food that is packaged in the operation and sold to customers for off-site consumption or held in self-service units must meet specific labeling requirements mandated by the FDA Food Code. One of the most critical components of this label is a complete list of ingredients in descending order by weight. This is essential for consumer transparency and, most importantly, for the safety of individuals with food allergies. If the sandwich contains any of the "Big 9" allergens (milk, eggs, fish, crustacean shellfish, tree nuts, peanuts, wheat, soy, or sesame), they must be clearly identified on the label.

In addition to the ingredient list, the label must include the common name of the food, the quantity of the food (weight or volume), and the name and place of business of the manufacturer, packer, or distributor. While preparation time (Option B) and the preparer's name (Option A) are useful for internal quality control, they are not regulatory requirements for a retail label. The retail price (Option D) is a business requirement but not a food safety requirement. Proper labeling ensures that a guest can make an informed decision and avoids the risk of "hidden" allergens causing a life-threatening reaction. Managers must verify that any item packaged

"on-site" for retail sale is labeled correctly before it is placed in the grab-and-go cooler or self-service display.

#### NEW QUESTION # 49

What level of involvement do food workers have in executing a master cleaning schedule?

- A. Rare
- **B. Mandatory**
- C. Voluntary
- D. Planning

**Answer: B**

Explanation:

In a professional kitchen, sanitation is not the sole responsibility of the management; it is a shared duty that requires the active participation of every employee. The execution of a Master Cleaning Schedule is Mandatory for all food workers. While the Person in Charge (PIC) or manager is responsible for the creation, planning, and oversight of the schedule, the actual labor of cleaning and sanitizing the facility must be integrated into the daily routines of the staff. ServSafe defines the master cleaning schedule as a roadmap that specifies what to clean, when to clean it, who is responsible, and how the task should be performed.

Mandatory involvement ensures that the facility does not rely on "voluntary" (Option C) or occasional "rare" (Option A) efforts, which often lead to neglect and the buildup of grease, dirt, and pests. Every worker must understand that cleaning as they go and completing assigned tasks on the schedule are non-negotiable job requirements. This involvement is critical because food workers are the ones interacting with the equipment and surfaces most frequently. If a worker fails to follow the schedule, biofilm can develop on food-contact surfaces, and non-food contact areas (like floors and drains) can become breeding grounds for *Listeria* or pests. Managers must provide the necessary tools, chemicals, and time for staff to fulfill these duties. Furthermore, the mandatory nature of the schedule allows for accountability; managers can verify that tasks were completed and sign off on the logs. This disciplined approach to facility maintenance is a key indicator of a strong food safety culture and is essential for passing health inspections and protecting public health.

#### NEW QUESTION # 50

What information does the FDA Food Code contain?

- A. Common uses for food and drugs
- B. Nutritional requirements for children and adults
- C. Grading standards for meat and poultry
- **D. Recommendations for regulatory requirements**

**Answer: D**

Explanation:

The FDA Food Code is a foundational document in the United States' food safety system. It is not a law in itself, but rather a set of scientifically sound recommendations for regulatory requirements. The Food and Drug Administration (FDA) publishes this code to provide a uniform system of provisions that address the safety and protection of food offered at retail and in food service. While the federal government writes the code, it is the responsibility of state, local, and tribal jurisdictions to adopt and enforce it. Most states

use the FDA Food Code as the basis for their own public health laws and inspection criteria.

The document covers everything from temperature controls and employee health to facility design and cleaning protocols. It is updated periodically (usually every four years) to reflect the latest science in microbiology and epidemiology. For a Food Protection Manager, understanding the Food Code is essential because it dictates the "why" behind kitchen rules. For example, it explains the logic for the "Big 6" pathogens and the specific temperatures needed to kill them. It is important to distinguish the FDA Food Code from other agencies' work: the USDA handles the grading of meat and poultry (Option B), and the CDC investigates outbreaks, but the FDA provides the "rulebook" for daily operations. By following the recommendations in the Food Code, a manager ensures their operation meets the highest national standards for consumer protection. Regulatory authorities use these guidelines to conduct inspections, and the "Critical Violations" often cited are direct deviations from these FDA-recommended standards. It serves as the primary technical reference for the ServSafe training program.

## NEW QUESTION # 51

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