

Pass Guaranteed ServSafe-Manager - Professional ServSafe Manager Exam Test Practice

ServSafe: Manager Practice Test | UPDATED 2024

What symptom requires a food handler to be excluded from the operation?

- A. stomach cramps
- B. sore throat
- C. jaundice
- D. coughing - C. jaundice

What should staff do when receiving a delivery of food and supplies?

- A. stack the delivery neatly and inspect it within 12 hours
- B. visually inspect all food items
- C. inspect non-food items first
- D. store it immediately and inspect it later - B. visually inspect all food items

Single use gloves are not required when...

- A. cleaning stationary equipment
- B. handling cooked food
- C. the food handler has a latex sensitivity
- D. washing produce - D. Washing produce

What must food handlers do when handling ready-to-eat food?

- A. use bare hands
- B. wear single-use gloves
- C. wear an apron
- D. sanitize their hands - B. wear single-use gloves

What symptom can indicate a customer is having an allergic reaction?

- A. left arm pain
- B. wheezing or shortness of breath
- C. appetite loss
- D. Coughing blood - B. wheezing or shortness of breath

What should be done with preset, unwrapped utensils that appear to be unused after guests have left the table?

- A. leave the utensils for the next guest
- B. wipe off the utensils and reuse
- C. wrap the utensils with a clean napkin
- D. clean and sanitize the utensils - D. clean and sanitize the utensils

In a self-service area, bulk unpackaged food does not need a label if the product...

- A. has been prepared at a vendor's processing plant
- B. makes a claim about health or nutrient content

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ServSafe ServSafe-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none">• THE FLOW OF FOOD: PREPARATION: This chapter addresses safe preparation techniques, proper cooking requirements, and critical procedures for cooling and reheating food.

Topic 4	<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.
Topic 5	<ul style="list-style-type: none"> • THE FLOW OF FOOD: SERVICE: This chapter covers safe holding and serving practices, including time and temperature controls to prevent contamination during service.

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ServSafe Manager Exam Sample Questions (Q92-Q97):

NEW QUESTION # 92

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 # 93

A food handler must wear single-use gloves when

- A. pouring a beverage from a pitcher into a glass.
- B. washing vegetables for use on a salad bar.
- C. serving a plate of food to a customer.
- D. **making a cold sandwich with ready-to-eat deli meat.**

Answer: D

Explanation:

The use of single-use gloves is a fundamental requirement when handling ready-to-eat (RTE) food. Deli meat is classified as an RTE food because it has already been cooked or processed and requires no further heating to be safe for consumption. According to the ServSafe Manager curriculum and the FDA Food Code, bare-hand contact with RTE food is strictly prohibited (with very few exceptions) because the hands can easily transmit pathogens like Norovirus, Hepatitis A, or Salmonella Typhi.

When making a cold sandwich, the deli meat is handled directly before being served to the guest. Wearing gloves provides a critical barrier that prevents the transfer of microorganisms from the skin to the food.

Washing vegetables (Option A) is a preparation step where gloves are often not required because the water and mechanical action assist in cleaning, and the vegetables may be further processed. Pouring beverages (Option B) and serving plates (Option C) are service tasks where the hands do not typically make direct contact with the food itself. It is vital to remember that gloves are not a substitute for handwashing; a food handler must wash their hands thoroughly before putting on a new pair of gloves. Furthermore, gloves must be changed if they become torn, dirty, or when switching between different tasks (such as moving from raw meat to deli meat). Managers must ensure that staff understand that the primary purpose of gloves in this context is to protect the consumer from "hand-to-food" contamination.

NEW QUESTION # 94

Lighting fixtures in a cooler must have bulbs that are

- A. easily removable.
- B. **plastic shielded.**
- C. 100 watts.
- D. fluorescent.

Answer: B

Explanation:

Proper lighting is required in all areas of a food service operation to ensure that staff can clean effectively and monitor food quality. However, light bulbs are a significant physical hazard because they are made of glass.

According to ServSafe and the FDA Food Code, lighting fixtures in food-prep, food-storage, and service areas-including walk-in coolers and freezers-must be plastic shielded or otherwise shatter-resistant.

The purpose of the plastic shield (Option D) or a "shatter-resistant" coating is to contain the glass fragments if the bulb should break. Without this protection, shards of glass could fall into open food containers, onto clean utensils, or onto prep surfaces, where they are nearly impossible to detect. In a cooler, where food is often stored in open or loosely covered bins, this risk is especially high. Managers must ensure that all lighting meets these safety standards during facility inspections. Beyond the physical protection, the Food Code also specifies minimum lighting intensity for different areas: for example, 10 foot-candles (108 lux) in walk-in units and dry-storage, and 50 foot-candles (540 lux) in high-intensity food-prep areas. Ensuring that bulbs are shielded and providing adequate brightness is a dual-purpose strategy that protects the physical integrity of the food while allowing for better overall sanitation and safety monitoring.

NEW QUESTION # 95

When should food handlers use hand antiseptics?

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

Answer: A

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 # 96

Which is an example of possible chemical contamination?

- A. Orange juice stored in a copper pitcher
- B. Sauerkraut stored in a glass jar
- C. Grapefruit juice stored in a china pitcher
- D. Tomato juice stored in a plastic jar

Answer: A

Explanation:

Chemical contamination occurs when toxic substances are introduced into food, often through improper storage or the use of non-food-grade materials. A classic and frequently tested example in the ServSafe Manager curriculum is the storage of acidic food or beverages in copper containers. Orange juice is highly acidic. When an acidic liquid comes into contact with copper, it causes a chemical reaction known as

"leaching," where copper ions dissolve into the liquid. If consumed, this can lead to heavy metal poisoning, resulting in symptoms like nausea, vomiting, and diarrhea, often occurring within minutes.

The FDA Food Code strictly prohibits the use of "reactive metals"-including copper, brass, lead, pewter, and galvanized zinc-for the storage or preparation of acidic foods. Other examples include storing tomato sauce in a copper pot or lemonade in a galvanized bucket. In contrast, glass, food-grade plastic, and most modern china are considered "non-reactive" and safe for acidic items.

Managers must ensure that all equipment used in the kitchen is labeled as "food-grade" or bears the NSF/ANSI certification. This also extends to the use of chemicals like cleaners, sanitizers, and polishes, which must be stored away from food-prep areas in their original containers or clearly labeled secondary containers. This specific hazard (toxic metal leaching) highlights the importance of understanding the chemical properties of both the food and the equipment being used. By ensuring that acidic foods never touch reactive metals, a manager eliminates a significant and preventable chemical hazard from the operation.

NEW QUESTION # 97

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