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● SERVSAFE FOOD HANDLER ● SERVSAFE MANAGER ● SERVSAFE ALLERGENS ● SERVSAFE ALCOHOL

ServSafe Certification Practice Tests

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ServSafe ServSafe-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• CLEANING AND SANITIZING: This chapter explains cleaning versus sanitizing procedures, dishwashing methods, and establishing effective schedules throughout the operation.
Topic 2	<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 3	<ul style="list-style-type: none">• FORMS OF CONTAMINATION: This chapter covers biological, chemical, and physical contaminants, plus deliberate contamination, outbreak response, and food allergen management.
Topic 4	<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 5	<ul style="list-style-type: none">• THE FLOW OF FOOD: AN INTRODUCTION: This chapter introduces hazards throughout food's journey and establishes monitoring techniques for time and temperature control.
Topic 6	<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 7	<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.

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ServSafe Manager Exam Sample Questions (Q32-Q37):

NEW QUESTION # 32

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. Providing fresh plates for return visits by customers¹²**
- C. Providing a handwashing sink for customers
- D. Posting strongly worded signs about inappropriate customer behavior⁵⁶

Answer: B

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 # 33

Which is an example of possible chemical contamination?

- **A. Orange juice stored in a copper pitcher**
- B. Grapefruit juice stored in a china pitcher
- C. Tomato juice stored in a plastic jar
- D. Sauerkraut stored in a glass 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 # 34

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

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

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 # 35

If it is used frequently, a milkshake mixer must be cleaned and sanitized at least every how many hours?

- A. 0
- **B. 1**
- C. 2
- D. 3

Answer: B

Explanation:

According to the ServSafe Manager guidelines and the FDA Food Code, any food-contact surface that is in constant, frequent use must be cleaned and sanitized at a minimum interval of every four hours. This "four-hour rule" is based on the biological reality of bacterial growth. Under ideal conditions—moist environments with plenty of nutrients, like the milk and sugar residue found in a milkshake mixer—pathogenic bacteria can multiply to dangerous levels within this timeframe. By mandating a complete cleaning and sanitizing cycle every four hours, the operation effectively breaks the bacterial growth cycle before it reaches a "log phase" where the population explodes.

For a milkshake mixer, the process involves more than just a surface wipe. The equipment must be disassembled if necessary, washed with detergent in hot water, rinsed to remove soap film, and then treated with a chemical sanitizer (such as chlorine or quaternary ammonium) for the required contact time. If the environment is particularly warm—exceeding 70

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