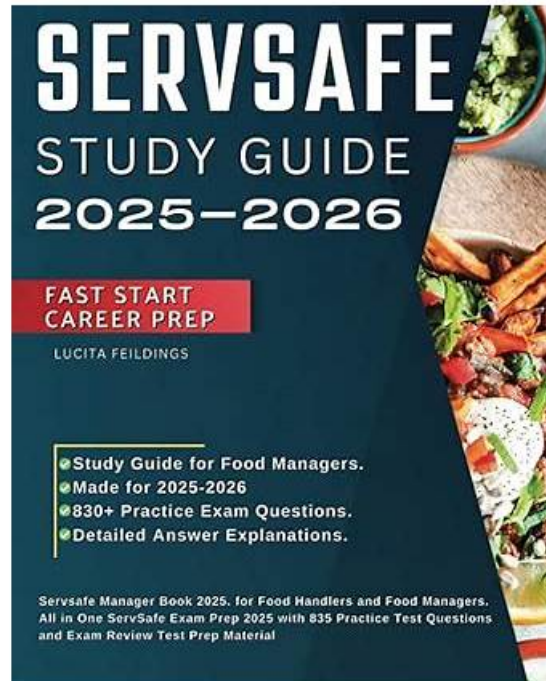


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## ServSafe ServSafe-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"><li>• CLEANING AND SANITIZING: This chapter explains cleaning versus sanitizing procedures, dishwashing methods, and establishing effective schedules throughout the operation.</li></ul>
Topic 3	<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 4	<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 5	<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>

## ServSafe Manager Exam Sample Questions (Q32-Q37):

### NEW QUESTION # 32

A Person in Charge (PIC) might ensure that food handlers know correct food-safety procedures by

- A. requiring all food handlers to work on a rotational schedule with all the equipment.
- **B. scheduling training sessions that reinforce food-safety methods and practices.**
- C. bringing attention to examples of unsafe methods of handling food when guests complain.
- D. hiring only food handlers who come from other foodservice facilities.

**Answer: B**

Explanation:

Active Managerial Control is the proactive approach to food safety, and its foundation is continuous education. The ServSafe Manager curriculum emphasizes that a PIC cannot rely solely on the prior experience of employees (Option A) because different facilities may have different standards or may have taught incorrect habits. Instead, the PIC is responsible for creating a "culture of food safety" by scheduling regular training sessions. These sessions serve to reinforce core concepts like handwashing, time/temperature control, and the prevention of cross-contamination.

Effective training includes initial induction for new hires and periodic "refresher" training for existing staff.

Training should be delivered through various methods, such as demonstrations, videos, and job aids, to ensure that all learning styles are addressed. A rotational schedule (Option C) may help with cross-training on equipment but does not guarantee knowledge of safety protocols. Waiting for a guest complaint (Option D) is a reactive and "too late" approach that damages the restaurant's reputation and puts guests at risk. By proactively scheduling training, the PIC ensures that every employee understands the "why" behind food safety rules, leading to higher compliance and a safer operation. The manager should also document all training sessions to demonstrate to regulatory authorities that the establishment is committed to ongoing staff education.

### NEW QUESTION # 33

The floors, walls, ceiling, shelves, and racks in a walk-in refrigerator must be cleaned

- A. monthly.
- B. daily.
- **C. as needed.**
- D. weekly.

**Answer: C**

Explanation:

While food-contact surfaces must be cleaned and sanitized every four hours, non-food-contact surfaces—such as the structural elements of a walk-in refrigerator—follow a different standard. According to the FDA Food Code and the ServSafe Manager

curriculum, these areas must be cleaned as needed to prevent the accumulation of dust, dirt, food particles, and mold. This "as needed" frequency means that the manager must monitor the condition of the walk-in and schedule cleaning before soil buildup becomes a hazard or attracts pests.

Cleaning "as needed" ensures that spills are addressed immediately to prevent the growth of *Listeria monocytogenes*, a pathogen that specifically thrives in cold, damp environments like walk-in coolers. If a leak or spill occurs, it must be cleaned right away, regardless of the schedule. However, for general maintenance, these areas should also be included on the Master Cleaning Schedule. While some establishments may choose to do a deep clean weekly (Option B) or monthly (Option C), the regulatory requirement is flexible to accommodate the specific volume and usage of the operation. The key is that the surfaces must remain smooth, non-absorbent, and visibly clean. Dirty floors or moldy racks in a walk-in can lead to cross-contamination via the hands of food handlers or by dripping onto food stored below. Managers should conduct regular inspections to verify that "as needed" cleaning is being performed effectively to maintain a sanitary storage environment.

#### NEW QUESTION # 34

Which of the following practices of dispensing single-service items prevents contamination?

- A. Display unwrapped and left upright in containers with handles down.
- **B. Provide individually wrapped ware.**
- C. Distribute the unwrapped items to the customer upon request.
- D. Place unwrapped items in clean and sanitary dispensers.

**Answer: B**

Explanation:

Single-service items, such as plastic forks, spoons, and knives, are designed to be used once and then discarded. Because they cannot be cleaned and sanitized after being touched by a customer, they must be protected from contamination before use. Providing individually wrapped ware is the most effective method for preventing contamination. The wrapping acts as a physical barrier against dust, droplets from coughs or sneezes, and, most importantly, the hands of other customers or employees.

The ServSafe standards emphasize that the "Flow of Food" includes the service stage, where cross-contamination is a frequent risk. If items are not wrapped, they must be dispensed in a way that the customer touches only the item they are taking. Placing unwrapped items in a bin where customers must reach in (Option D) is a major violation, as it allows for "hand-to-item" contamination. Even if items are placed

"handles down," there is a high risk that a customer will accidentally touch the "business end" (the tines of a fork or the bowl of a spoon) of an adjacent utensil. While sanitary dispensers (Option B) are an approved method if they dispense one item at a time by the handle, individual wrapping (Option A) provides a superior level of protection during transport, storage, and customer self-service. Managers are responsible for ensuring that any single-service items that become soiled or are touched by customers are discarded immediately. This protocol is part of a larger strategy to minimize bare-hand contact with surfaces that will touch a customer's mouth.

#### NEW QUESTION # 35

Who is responsible for notifying the regulatory authority when a food handler is diagnosed with a reportable illness?

- A. CDC
- B. Employee
- **C. Person in Charge (PIC)**
- D. Inspector

**Answer: C**

Explanation:

In a food service operation, the Person in Charge (PIC) carries the legal and ethical burden of managing employee health to prevent the spread of foodborne illness. According to the FDA Food Code and ServSafe guidelines, the PIC is responsible for identifying and acting upon the "Big 6" pathogens: Norovirus, Hepatitis A, *Shigella* spp., Nontyphoidal *Salmonella*, *Salmonella* Typhi, and Shiga toxin-producing *E. coli*. When an employee reports a diagnosis of any of these illnesses, the PIC is mandatory required to notify the local regulatory authority (usually the county or city health department).

While the employee (Option C) is responsible for reporting their illness to the PIC, and the inspector (Option A) may find out during a routine visit, the proactive duty of reporting the diagnosis to health officials lies with management. This reporting trigger is crucial because these pathogens are highly contagious and represent a significant public health threat. The regulatory authority will then work with the PIC to determine the necessary "exclusions" or "restrictions" for the sick employee and help investigate if a wider outbreak has occurred. The PIC must also maintain records of employee health and ensure that staff are trained on the importance of

reporting symptoms such as jaundice, vomiting, or diarrhea. Failure to report a known case of a Big 6 pathogen can lead to severe legal penalties and the immediate suspension of the operation's permit.

**NEW QUESTION # 36**

Which is the highest air temperature at which shell eggs can be received?

- A. 41

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