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ServSafe Manager Exam Sample Questions (Q14-Q19):

NEW QUESTION # 14

The Person in Charge (PIC) notices that a food handler has an infected wound on his or her hand. They must require the food handler to

- A. work in the office until the wound heals.
- B. apply antibacterial cream to the wound.
- C. get a release from a medical practitioner.
- **D. cover the wound with a waterproof bandage and single-use glove.**

Answer: D

Explanation:

According to the ServSafe Manager curriculum and the FDA Food Code, an infected wound, cut, or boil on a food handler's hand or wrist is a potential source of *Staphylococcus aureus*. This pathogen is commonly found on the skin and can easily be transferred to food or food-contact surfaces. To mitigate this risk, the wound must be properly contained. The standard requirement is a "double barrier" system: the wound must first be covered with a waterproof, leak-proof bandage (such as a finger cot or rubber stall), and then a single-use glove must be worn over the bandage.

If the wound is on the arm, it must be covered with a waterproof bandage, but a glove is not required as the arm does not typically make direct contact with food. However, for wounds on the hand or wrist, the glove is mandatory. This is a "restriction" protocol. The employee can still work with food as long as the wound is completely covered and the barrier is maintained. If the wound cannot be properly covered (for example, if it is persistently oozing or if the employee cannot wear gloves), the PIC must restrict the employee from working with exposed food, clean equipment, or utensils. This procedure ensures that biological contaminants from the infection do not enter the "Flow of Food." Managers must monitor these barriers throughout the shift to ensure the bandage stays dry and the glove remains intact.

NEW QUESTION # 15

Where should mop water be disposed?

- A. Toilet bowl
- **B. Service sink**
- C. Outside the establishment
- D. Three-compartment sink

Answer: B

Explanation:

Proper waste-water disposal is essential for preventing cross-contamination and environmental hazards.

According to the ServSafe Manager curriculum and the FDA Food Code, all "grey water" or dirty water resulting from floor cleaning must be disposed of in a service sink (also known as a mop sink or utility sink).

These sinks are specifically designed with deep basins and often have a floor-level drain or a high-back splash guard to prevent the spray of contaminated water onto surrounding surfaces.

Disposing of mop water in a toilet (Option A) is unhygienic and can lead to splashing on surfaces that people touch. Dumping water outside (Option C) is often illegal under local environmental codes and can attract pests to the exterior of the building. Using a three-compartment sink (Option D), which is reserved for cleaning and sanitizing food-contact equipment, is a major health code violation that directly causes cross-contamination. Mop water is filled with dirt, grease, and potentially harmful microorganisms like *Listeria* that thrive on floors. By using a dedicated service sink, the operation ensures that these contaminants are kept entirely separate from food-prep and warewashing areas. Additionally, the service sink should be equipped with a backflow prevention device (such as an air gap or vacuum breaker) to protect the facility's clean water supply from being contaminated by the dirty water in the sink.

NEW QUESTION # 16

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 # 17

When an operation is notified of a food item recall, what is the best action for the Person in Charge (PIC) to take?

- **A. Separate recalled food from other food and equipment.**
- B. Close the operation immediately.
- C. Report the recall to the FDA.
- D. Post a sign in the operation warning customers of the recall.

Answer: A

Explanation:

A food recall happens when a manufacturer or a government agency (FDA or USDA) determines that a product is unsafe due to contamination, undeclared allergens, or mislabeling. Once a manager is notified of a recall, the immediate priority is to prevent the product from reaching the consumer. According to the ServSafe Manager protocol, the PIC must separate the recalled food from all other food, equipment, utensils, linens, and single-service items.

The recalled product should be clearly labeled "Do Not Use" and "Do Not Discard" to prevent it from being accidentally prepared or thrown away before the recall process is finalized. It is best to store it in a designated, secure area away from the regular Flow of Food. Reporting the recall to the FDA (Option A) is typically unnecessary as the FDA usually initiates or is already aware of the recall. Closing the operation (Option B) is only required if the recalled item was so pervasive that the entire facility is contaminated or if it caused an imminent health hazard. Posting a sign (Option D) might be required by local law in some cases, but the "best" immediate safety action is the physical isolation of the product. The PIC should then follow the specific instructions provided in the recall notice, which may involve returning the product for credit or disposing of it in a manner that ensures it cannot be consumed.

NEW QUESTION # 18

Which food must be stored at a temperature of 41°F (5°C) or lower?

- **A. Ham-and-cheese sandwich**
- B. Fruit basket with uncut fruit
- C. Cookies-and-brownies tray
- D. Beef jerky and cracker appetizers

Answer: A

Explanation:

According to the ServSafe Manager curriculum and the FDA Food Code, foods that require Time/Temperature Control for Safety (TCS food) must be stored at an internal temperature of 41°F or lower.