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

ServSafe Certification Practice Tests

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ServSafe Manager Exam Sample Questions (Q12-Q17):

NEW QUESTION # 12

Which risk may result from having a cross-connection?

- A. The drinkable water supply may get contaminated.
- B. Sprinkler systems may get disabled.
- C. Beverage dispensers may get damaged by corrosive minerals.
- D. Grease traps may get blocked.

Answer: A

Explanation:

A cross-connection is a physical link between safe (potable) water and dirty (non-potable) water. This link is extremely dangerous because it can result in backflow, which is the unwanted reversal of water flow that can contaminate the drinkable water supply. Backflow can happen through "back-siphonage" (when a vacuum is created in the plumbing system, like during a fire or a water main break) or "back-pressure." For example, if a hose is left submerged in a bucket of mop water or a prep sink, a sudden drop in pressure could suck that dirty water back into the facility's clean water lines.

To prevent this, the FDA Food Code requires the use of backflow prevention devices, such as a vacuum breaker on a hose bib, or, most effectively, an air gap. An air gap is a physical space that separates a water supply outlet from any potentially contaminated source. Options A, B, and D are plumbing issues, but they do not describe the severe public health risk associated with a cross-connection. Contaminated water can spread pathogens like E. coli, Hepatitis A, and chemicals throughout the entire kitchen, affecting everything from handwashing to ice machines. Managers must ensure that all plumbing is installed by licensed professionals and that no "temporary" hose connections are made that could bypass safety gaps. Regular inspection of backflow prevention devices is a critical component of maintaining a safe facility.

NEW QUESTION # 13

There has been a recall of chicken tenders due to intentional tampering. The Person in Charge (PIC) has determined that the operation serves the type of chicken tenders recalled. What should the PIC do?

- A. Tell food handlers to cook the tenders longer.
- **B. Immediately locate and isolate all of the chicken tenders and call the regulatory authority.**
- C. Donate all of the chicken tenders to a local food bank.
- D. Continue serving, since the probability of having received tainted food is slim.

Answer: B

Explanation:

Intentional tampering is a "food defense" issue and represents a critical threat to public safety. Unlike accidental biological contamination, intentional tampering may involve chemical, physical, or biological agents that are not necessarily destroyed by heat. Therefore, telling staff to cook the food longer (Option A) is an ineffective and dangerous response. According to ServSafe guidelines for managing recalls, especially those involving a security threat, the PIC must immediately take the product out of service by locating and isolating it.

The isolated food must be clearly labeled with "Do Not Use" and "Do Not Discard" signs to prevent any accidental preparation. It should be stored in a separate area from all other food and equipment. Furthermore, because this recall involves "intentional tampering," the PIC must notify the local regulatory authority (health department) and potentially law enforcement. This ensures that the incident is tracked and that the source of the tampering can be investigated. Continuing to serve the food (Option B) is gross negligence. Donating the food (Option D) is unethical and illegal, as it passes a known hazard to another population. This procedure is a key part of the A.L.E.R.T. food defense program, specifically the "Report" and "Threat" components, which emphasize transparency and cooperation with health officials during a crisis.

NEW QUESTION # 14

A detergent must be able to

- A. eliminate the need for scrubbing.
- **B. remove food residue.**
- C. kill bacteria.
- D. strip heavy grease.

Answer: B

Explanation:

According to the ServSafe Manager curriculum, it is vital to distinguish between cleaning and sanitizing. A detergent is a cleaning agent designed specifically to remove food residue, dirt, and other soils from surfaces.

Detergents contain surfactants that reduce surface tension between the soil and the surface being cleaned, allowing the residue to be lifted and rinsed away. While some specialized detergents (degreasers) are designed to strip heavy grease (Option C), the fundamental requirement for a general detergent used in a kitchen is the removal of organic matter.

It is a common misconception that detergents "kill bacteria" (Option A); that is the function of a sanitizer. In fact, if food residue is not completely removed by the detergent first, the sanitizer will not work effectively because the organic matter can neutralize the chemical or physically protect the microorganisms.

Furthermore, most detergents do not eliminate the need for scrubbing (Option D); mechanical action is almost always required to break up biofilms and stuck-on food. In the three-compartment sink method, the first sink uses a detergent solution to remove the "bulk" of the waste. Managers must ensure that the correct type of detergent is used for the task—such as heavy-duty detergents for baked-on grease or multipurpose detergents for floors and walls—and that staff understand that cleaning with a detergent is the mandatory prerequisite to the sanitization step.

NEW QUESTION # 15

Which of the following documents must be kept on file for 90 days after the last product has been sold?

- A. Meat identification code (IMPS)
- B. Farmers Market health certificate
- **C. Molluscan shellfish identification tags**
- D. Specification written to purveyor

Answer: C

Explanation:

Shellfish, specifically molluscan shellfish like oysters, clams, and mussels, are high-risk foods because they can carry pathogens such as *Vibrio* or *Hepatitis A* depending on the waters where they were harvested. To ensure traceability in the event of a foodborne illness outbreak, the FDA Food Code requires that these items be delivered with shellstock identification tags. These tags contain vital information, including the harvester's identification number, the date of harvest, and the specific harvest location.¹ The regulation states that these tags must remain attached to the container until it is empty. Once the last shellfish from that specific container is sold or served,² the Person in Charge (PIC) must write that date on the tag and keep the tag on file for 90 days. This 90-day window is calculated because symptoms of illnesses like *Hepatitis A* can take several weeks to appear; the records ensure that investigators can trace the source of the shellfish back to the specific bed where it was harvested months later. Options B, C, and D are important for quality or general administrative purposes, but they do not have the same legal "90-day retention" requirement tied to public health safety and outbreak investigation. Failure to maintain these tags is a major violation during a health inspection and can result in the immediate seizure or destruction of the shellfish by the regulatory authority.

NEW QUESTION # 16

Which step is required as a part of proper handwashing?

- **A. Scrubbing hands for 10-15 seconds**
- B. Using hand antiseptic after drying hands
- C. Using a nail brush to scrub fingernails
- D. Rinsing hands for 20 seconds after washing

Answer: A

Explanation:

Proper handwashing is the most critical task a food handler performs to prevent the transfer of pathogens.

ServSafe and the FDA Food Code outline a very specific five-step process that must take a total of at least 20 seconds. The most critical part of this process is the mechanical action of scrubbing hands and arms for 10 to 15 seconds. This vigorous scrubbing, combined with soap, creates the friction necessary to loosen and lift dirt, oils, and microorganisms (like *Norovirus* or *Hepatitis A*) from the skin and from under the fingernails.

Image of proper handwashing steps and duration

□
Getty Images

The full sequence is: (1) Wet hands and arms with warm water, (2) Apply enough soap to build a good lather, (3) Scrub hands and arms vigorously for 10 to 15 seconds, (4) Rinse hands and arms thoroughly under warm running water, and (5) Dry hands and arms with a single-use paper towel or hand dryer. It is a common misconception that the entire washing process must be 20 seconds of scrubbing; the actual friction phase is 10-

15 seconds. Using a nail brush (Option A) is helpful but not a mandatory requirement for every wash under the standard Food Code. Hand antiseptics (Option B) are optional and must only be used after washing, never as a replacement. Rinsing for 20 seconds (Option D) is unnecessary and wasteful. Managers must monitor handwashing stations to ensure they are stocked with soap, single-use towels, and a trash can, and they must verify that employees are not taking shortcuts during the scrubbing phase, as this is where most pathogens are physically removed from the hands.

NEW QUESTION # 17

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