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## ServSafe ServSafe-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• PROVIDING SAFE FOOD: This chapter introduces foodborne illnesses, their causes and transmission, and establishes the foundational principles for maintaining food safety throughout operations.</li> </ul>
Topic 2	<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 3	<ul style="list-style-type: none"> <li>• THE FLOW OF FOOD: PURCHASING AND RECEIVING: This chapter covers supplier selection, receiving procedures, and proper storage methods including temperature requirements and organization.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• THE FLOW OF FOOD: AN INTRODUCTION: This chapter introduces hazards throughout food's journey and establishes monitoring techniques for time and temperature control.</li> </ul>
Topic 5	<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 6	<ul style="list-style-type: none"> <li>• THE FLOW OF FOOD: PREPARATION: This chapter addresses safe preparation techniques, proper cooking requirements, and critical procedures for cooling and reheating food.</li> </ul>

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### ServSafe Manager Exam Sample Questions (Q17-Q22):

#### NEW QUESTION # 17

Where must a food handler clean mops?

- A. Service sink
- B. Three-compartment sink
- C. Handwashing sink
- D. Prep sink

**Answer: A**

Explanation:

To prevent cross-contamination, different sinks in a foodservice facility are designated for specific tasks.

According to ServSafe and the FDA Food Code, mops, buckets, and other cleaning tools must be cleaned and their dirty water disposed of in a service sink (also known as a mop sink or utility sink). These sinks are specifically designed for this purpose and are often floor-mounted or equipped with a deep basin and a curved drain to prevent splashing.

Using a prep sink (Option A) for cleaning mops is a major violation because it introduces filth and pathogens from the floor into an area where food is handled. Similarly, using a handwashing sink (Option C) or a three-compartment sink (Option D) used for dishes can lead to the spread of bacteria like Salmonella or Listeria to clean hands or clean utensils. The service sink should also be the only place where "grey water" (dirty floor water) is dumped. After use, mops should be hung to air-dry on a rack to prevent the growth of mold and the attraction of pests. This separation of "dirty" facility maintenance tasks from "clean" food-handling tasks is a core principle of the "Safe Facilities" domain. Managers must ensure that the service sink is accessible and that staff are trained never to use food-contact sinks for facility cleaning.

#### NEW QUESTION # 18

A food handler must wear single-use gloves when

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

**Answer: A**

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 # 19

A food worker is not sure when the dry-storage area needs to be cleaned. What can be done to find out when to clean it?

- A. Find out when the next inspection is scheduled.
- B. Wait until told to clean it.
- C. Review the cleaning duty roster worksheet.
- **D. Check the master cleaning schedule.**

**Answer: D**

Explanation:

In any professional food service operation, the Master Cleaning Schedule is the authoritative document that ensures all areas of the facility—even those not involved in direct food contact, like the dry-storage area—remain sanitary. According to ServSafe Manager principles, a master cleaning schedule must be detailed and comprehensive to prevent any part of the facility from being overlooked. It serves as a management tool that identifies four essential elements: what should be cleaned, who should clean it, when it should be cleaned, and how it should be cleaned.

A "cleaning duty roster" might list daily tasks for a specific shift, but the Master Cleaning Schedule is the overarching plan that includes deep-cleaning tasks, such as those for floors, walls, and shelving in dry-storage zones. Dry-storage areas are particularly prone to accumulating dust, spills, and attracting pests if not maintained on a regular cycle. Relying on an employee to "wait until told" or "find out the inspection date" is a reactive approach that increases the risk of a food safety violation or a pest infestation. The FDA Food Code emphasizes that the Person in Charge (PIC) is responsible for ensuring that the facility is maintained in a clean and physical condition. By checking the master schedule, the food worker can identify the exact frequency (e.g., weekly or monthly) and the specific methods required to maintain the dry-storage area. This documentation also provides a "verification" trail for health inspectors, demonstrating that the operation has an active managerial control system in place for facility maintenance. Effective cleaning in storage areas prevents cross-contamination of packaged goods and ensures that the facility remains in compliance with general sanitation standards.

### NEW QUESTION # 20

Before which activity should a food handler apply gloves?

- **A. Handling raw carrots**
- B. Receiving a delivery
- C. Opening the cooler
- D. Taking out the trash

**Answer: A**

Explanation:

Single-use gloves serve as a critical barrier between the food handler's hands and ready-to-eat (RTE) food.

According to the FDA Food Code, gloves must be worn whenever a food handler is touching RTE food with their bare hands.

While carrots may eventually be cooked, "raw carrots" are often served as sticks or in salads without further cooking. Even if they are to be cooked later, the standard practice in a professional kitchen is to use gloves when preparing fresh produce to minimize the introduction of pathogens.

The other activities listed—taking out trash (Option A), opening a cooler (Option B), and receiving a delivery (Option C)—do not involve direct contact with exposed RTE food. In fact, wearing gloves for these tasks can lead to a false sense of security and actually increase the risk of cross-contamination if the handler then touches food without changing them. The correct sequence for applying gloves is: (1) Wash hands thoroughly, (2) Select the correct glove size, (3) Pull them on, and (4) Check for rips or tears. Gloves must be changed at least every four hours, when switching tasks, or if they become soiled or torn. By applying gloves specifically for "handling raw carrots," the food handler ensures that no pathogens from their skin or environment are transferred to a product that a guest may consume raw.

### NEW QUESTION # 21

What is the proper method for measuring the temperature of an unopened packaged food in a display cooler?

- A. Hang thermometer in the coldest part of the cooler.

- B. Place the thermometer between two packages.
- C. Check the case thermometer.
- D. Lay the thermometer on the shelf next to the product.

**Answer: B**

Explanation:

In the "Flow of Food," monitoring temperatures accurately is vital to ensure food safety. When a manager or food handler needs to check the temperature of food that is already packaged—such as a carton of milk, a package of pre-sliced deli meat, or a container of yogurt—the FDA Food Code and ServSafe guidelines specify a non-invasive technique. The probe of a calibrated thermometer should be placed between two packages of the food. It is important to fold the packages around the thermometer probe if possible to ensure there is good surface contact and no interference from the ambient air.

This method provides a reliable reading of the product's surface temperature without puncturing the packaging, which would compromise the product's integrity and potentially introduce contamination.

Checking the case thermometer (Option A) or hanging a thermometer in the cooler (Option C) only measures the ambient air temperature, which can fluctuate and does not accurately reflect the actual temperature of the food itself. Laying a thermometer on the shelf (Option D) is similarly inaccurate as it is influenced by the shelf surface and air currents. For other types of food, the method varies: for liquids like milk in a bulk container, the probe is immersed; for meat, the probe is inserted into the thickest part. Mastering these various measurement techniques is a core skill for the "Active Managerial Control" of TCS foods.

## NEW QUESTION # 22

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