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Servsafe Manager Certification Test Questions and Answers 2024

foodborne illness - a disease transmitted to people by food

An illness is considered an outbreak when... - **at least 2 people have the same symptoms after eating the same food**

- an investigation is conducted by state and local regulatory authorities
- outbreak is confirmed by a laboratory analysis

how many people get sick from unsafe foods a year - millions

What is the first challenge operations have when it comes to food safety and why? - **Time (pressure to work quickly can make it hard to take the time to follow food safety practices)**

What is the second challenge operations have when it comes to food safety and why? - **Language and Culture (Your staff may speak a different language than you do. This can make it difficult to communicate. Cultural differences can also influence how food handlers view food safety.)**

What is the third challenge operations have when it comes to food safety and why? - **Literacy and Education (Staff often have different levels of education. This makes it more challenging to teach them food safety.)**

What is the fourth challenge operations have when it comes to food safety and why? - **Pathogens (Illness-causing microorganisms are more frequently found on types of food that once were considered safe.)**

What is the fifth challenge operations have when it comes to food safety and why? - **Unapproved suppliers (Food that is received from suppliers that are not practicing food safety can cause a foodborne-illness outbreak.)**

What is the sixth challenge operations have when it comes to food safety? - **High-risk customers (the number of customers at high risk for getting a foodborne illness is increasing. An example of this is the growing elderly population.)**

What is the seventh challenge operations have when it comes to food safety? - **Staff turnover (training new staff leaves less time for food safety training)**

What is the cost of foodborne illnesses? - **One outbreak can cost an operation thousands of dollars, and it can result in closure.**

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CMAA Certified Construction Manager (CCM) Sample Questions (Q57-Q62):

NEW QUESTION # 57

During the design review process for a rehabilitation of a corporate office headquarters, the CM should routinely review the designers' submissions, and the reviews will include

- A. budget, schedule, and value engineering reviews.
- B. scope, constructability, and biddability reviews.
- C. constructability, biddability, and operability reviews.
- D. constructability, schedule, and maintenance reviews.

Answer: C

Explanation:

According to CMAA's Quality Management section, the CM is responsible for performing thorough design phase reviews to improve quality and minimize design-related issues. These reviews must evaluate the project's constructability, biddability, and operability.

The SOP defines these as follows:

"Design reviews should be conducted for constructability, to ensure the design can be built efficiently; biddability, to ensure the design is clearly and competitively bid; and operability, to ensure the facility can be operated and maintained as intended." This three-part review ensures that the design not only supports quality construction but also long-term functionality.

References:

CMAA Construction Management Standards of Practice, 2010 Edition, Chapter 4 - Quality Management, Section: "Design Phase Reviews," pp. 41-43.

CMAA Study Guide, Quality Management Domain, Objective 4.2.

NEW QUESTION # 58

BIM best assists the CM with

- A. developing drawings and facility management.
- B. planning, coordination, and control of the project.
- C. managing time, safety, quality, and facility operations.
- D. gathering energy, cost, facility maintenance, safety, and spatial data.

Answer: B

Explanation:

The CMAA Standards of Practice and CMAA Best Practices Guide for Building Information Modeling (BIM) identify the CM's use of BIM as a tool for:

"Planning, coordination, and control of design and construction activities, integrating project information, and improving communication among all participants." BIM provides visualization and data integration to support project coordination, sequencing, clash detection, logistics planning, and schedule validation. Although BIM can contain data about cost, energy, and maintenance, its primary value to the CM lies in improving project planning, coordination, and control across disciplines during design and construction.

Thus, the correct answer is B. planning, coordination, and control of the project.

References:

CMAA Construction Management Standards of Practice, Chapter 2 - Project Management, Section: "Use of Technology and BIM." CMAA Best Practices Guide for Building Information Modeling, Sections 1.1-2.3.

NEW QUESTION # 59

Float, date, and duration are examples of

- A. constraints.
- B. schedule elements.
- **C. schedule parameters.**
- D. logic elements.

Answer: C

Explanation:

According to the CMAA Construction Management Standards of Practice (SOP) under Chapter 4 - Time Management, "schedule parameters" are quantitative data or attributes that define and control the time-based characteristics of project activities.

CMAA identifies parameters such as:

Dates (start and finish)

Durations (planned time to perform an activity)

Float or slack (available time flexibility within the schedule)

These are fundamental "parameters" because they define measurable scheduling characteristics rather than structural logic or relationships. In contrast, "logic elements" refer to the dependencies between activities, and

"constraints" impose limitations or conditions (such as "must finish by" or "start no earlier than").

Therefore, float, date, and duration are examples of schedule parameters.

References (CMAA Documents):

CMAA Construction Management Standards of Practice, 2010 Edition, Chapter 4 - Time Management, Section: "Scheduling Fundamentals." CMAA CM Study Guide, Time Management Domain, Objective 4.2: "Identify schedule elements and parameters."

NEW QUESTION # 60

At what stage of the design phase shall the CM conduct a constructability review?

- A. 30% design stage
- B. 60% design stage
- **C. Throughout the design process including 100% design documents**
- D. 90% design stage

Answer: C

Explanation:

According to the CMAA Construction Management Standards of Practice (SOP), constructability reviews are to be performed continuously throughout the design phase, rather than at a single fixed milestone. The SOP states:

"Constructability reviews should be conducted during all phases of design development - from conceptual design through completion of the 100 percent design documents - to ensure that the project can be built efficiently, safely, and economically." The CM's role is to provide feedback at each design milestone (conceptual, schematic, design development, and construction documents). Performing reviews only at one stage (e.g., 30%, 60%, or 90%) limits the CM's ability to identify and correct potential design or coordination issues early.

Therefore, the correct answer is C. Throughout the design process including 100% design documents.

References (CMAA Construction Manager Documents / Study Guide):

CMAA Construction Management Standards of Practice, 2010 Edition, Chapter 3 - Quality Management, Section: "Constructability Review." CMAA CM Study Guide, Quality Management Domain, Objective 3.4: "Perform constructability reviews throughout design."

NEW QUESTION # 61

Bid contract documents have been prepared for LEED certification, but the owner has decided not to formally register for LEED certification. The owner still requires LEED equivalency. How does the CM proceed with the bid process?

- **A. Issue bid instructions that owner will not register project for LEED certification but the contract terms remain unchanged.**
- B. Instruct architect to make changes to bid documents to reflect deletion of LEED registration.
- C. Inform owner that LEED process as specified in the specifications will not be implemented.
- D. Notify bidders at prebid conference of changes in LEED registration.

Answer: A

Explanation:

The CMAA Standards of Practice, Chapter 9 - Sustainability and Environmental Stewardship, explains that when project

sustainability requirements change, the Construction Manager must ensure that contractual obligations remain clear and enforceable. CMAA guidance provides:

"If the owner elects not to pursue formal LEED certification but retains the goal of equivalency, the CM should issue clarifying instructions to bidders maintaining the original sustainability requirements while noting the change in certification status." This ensures that all contractors understand that although formal LEED registration is not being pursued, the sustainability specifications remain contractually binding.

Therefore, the CM issues bid instructions indicating that the project will not be registered for certification, but contract terms remain unchanged.

References:

CMAA Construction Management Standards of Practice, Chapter 9 - Sustainability and Environmental Stewardship, Section: "Sustainable Design and Construction Requirements," pp. 90-92.

CMAA CM Study Guide, Sustainability Domain, Objective 9.3: "Manage sustainability goals consistent with owner's requirements and contract documents."

NEW QUESTION # 62

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