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ServSafe: Manager Practice Test | UPDATED 2024

What symptom requires a food handler to be excluded from the operation?

- A. stomach cramps
- B. sore throat
- C. jaundice
- D. coughing - C. jaundice

What should staff do when receiving a delivery of food and supplies?

- A. stack the delivery neatly and inspect it within 12 hours
- B. visually inspect all food items
- C. inspect non-food items first
- D. store it immediately and inspect it later - B. visually inspect all food items

Single use gloves are not required when...

- A. cleaning stationary equipment
- B. handling cooked food
- C. the food handler has a latex sensitivity
- D. washing produce - D. Washing produce

What must food handlers do when handling ready-to-eat food?

- A. use bare hands
- B. wear single-use gloves
- C. wear an apron
- D. sanitize their hands - B. wear single-use gloves

What symptom can indicate a customer is having an allergic reaction?

- A. left arm pain
- B. wheezing or shortness of breath
- C. appetite loss
- D. Coughing blood - B. wheezing or shortness of breath

What should be done with preset, unwrapped utensils that appear to be unused after guests have left the table?

- A. leave the utensils for the next guest
- B. wipe off the utensils and reuse
- C. wrap the utensils with a clean napkin
- D. clean and sanitize the utensils - D. clean and sanitize the utensils

In a self-service area, bulk unpackaged food does not need a label if the product...

- A. has been prepared at a vendor's processing plant
- B. makes a claim about health or nutrient content

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ServSafe ServSafe-Manager Exam Syllabus Topics:

Section	Weight	Objectives

Safe Food Preparation	23%	- Time and Temperature Control • 1. Monitoring and recording temperatures • 2. Temperature danger zone - Preparation and Cooking • 1. Cooling and reheating procedures • 2. Minimum internal cooking temperatures - Purchasing, Receiving, and Storage • 1. Acceptance criteria • 2. Proper storage methods
Regulation and Compliance	12%	- Inspection and Documentation • 1. Health inspections • 2. Record keeping requirements - Regulatory Standards • 1. Local health department requirements • 2. FDA Food Code
Forms of Contamination	13%	- Microorganisms • 1. Bacteria, viruses, parasites, fungi • 2. Conditions for growth (FAT TOM) - Allergens • 1. Prevention of cross-contact • 2. Common food allergens
Sanitation and Safety	17%	- Cleaning and Sanitizing • 1. Cleaners and sanitizers • 2. Dishwashing and equipment cleaning - Facility and Pest Management • 1. Safe facility design and maintenance • 2. Pest prevention and control
Personal Hygiene	10%	- Employee Practices • 1. Work attire and health policies • 2. Handwashing and personal cleanliness - Training and Education • 1. Management responsibilities • 2. Food safety training requirements
Providing Safe Food	15%	- Contamination • 1. Biological, chemical, physical contaminants • 2. Cross-contamination prevention - Foodborne Illness • 1. Causes and risks • 2. High-risk populations

Food Safety Management Systems	10%	- HACCP Principles • 1. Determine critical control points • 2. Establish procedures • 3. Identify hazards - Active Managerial Control • 1. Corrective actions • 2. Preventive measures
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ServSafe Manager Exam Sample Questions (Q14-Q19):

NEW QUESTION # 14

What information does the FDA Food Code contain?

- A. Nutritional requirements for children and adults
- B. Common uses for food and drugs
- C. Grading standards for meat and poultry
- D. Recommendations for regulatory requirements

Answer: D

Explanation:

The FDA Food Code is a foundational document in the United States' food safety system. It is not a law in itself, but rather a set of scientifically sound recommendations for regulatory requirements. The Food and Drug Administration (FDA) publishes this code to provide a uniform system of provisions that address the safety and protection of food offered at retail and in food service. While the federal government writes the code, it is the responsibility of state, local, and tribal jurisdictions to adopt and enforce it. Most states use the FDA Food Code as the basis for their own public health laws and inspection criteria.

The document covers everything from temperature controls and employee health to facility design and cleaning protocols. It is updated periodically (usually every four years) to reflect the latest science in microbiology and epidemiology. For a Food Protection Manager, understanding the Food Code is essential because it dictates the "why" behind kitchen rules. For example, it explains the logic for the "Big 6" pathogens and the specific temperatures needed to kill them. It is important to distinguish the FDA Food Code from other agencies' work: the USDA handles the grading of meat and poultry (Option B), and the CDC investigates outbreaks, but the FDA provides the "rulebook" for daily operations. By following the recommendations in the Food Code, a manager ensures their operation meets the highest national standards for consumer protection. Regulatory authorities use these guidelines to conduct inspections, and the "Critical Violations" often cited are direct deviations from these FDA-recommended standards. It serves as the primary technical reference for the ServSafe training program.

NEW QUESTION # 15

A food handler is assigned to monitor self-service food bars because customers may:

- A. need help in selecting food.
- B. attempt to steal food from the line.
- C. contaminate food while moving through the line.
- D. place too much food on their plates.

Answer: C

Explanation:

Self-service areas, such as buffets and salad bars, present a significant challenge to food safety because the food is exposed to the public. ServSafe Manager guidelines require that these areas be monitored by trained employees primarily to prevent accidental or intentional contamination by customers. Unlike a controlled kitchen environment, customers in a self-service line may not be aware of food safety protocols. Common risks include customers using the wrong utensil for a dish (cross-contamination of allergens), returning to the line with a "dirty" plate for seconds (introducing saliva or bacteria from their previous meal), or children touching the food or sneeze guards.

The presence of a food handler acting as a monitor is a critical "Active Managerial Control" measure. This employee's role is to ensure that sneeze guards remain in place, that utensils are kept in the food with handles pointing out, and that customers follow proper hygiene practices. If a customer is seen contaminating food- for example, by using their hands or sneezing near the display- the monitor must immediately remove the contaminated product and sanitize the area. While helping customers select food or preventing "food theft" may be secondary tasks, the primary safety objective is to protect the integrity of the food from biological, physical, and chemical hazards. The FDA Food Code specifically mandates that "effective measures" must be taken to protect food in self-service areas, and dedicated monitoring is often the most effective method.

Furthermore, the monitor ensures that the food remains at proper temperatures (135°F or higher for hot food, 41°F or lower for cold food) and that the "First In, First Out" (FIFO) method is used when replenishing items.

NEW QUESTION # 16

What level of involvement do food workers have in executing a master cleaning schedule?

- A. Voluntary
- **B. Mandatory**
- C. Planning
- D. Rare

Answer: B

Explanation:

In a professional kitchen, sanitation is not the sole responsibility of the management; it is a shared duty that requires the active participation of every employee. The execution of a Master Cleaning Schedule is Mandatory for all food workers. While the Person in Charge (PIC) or manager is responsible for the creation, planning, and oversight of the schedule, the actual labor of cleaning and sanitizing the facility must be integrated into the daily routines of the staff. ServSafe defines the master cleaning schedule as a roadmap that specifies what to clean, when to clean it, who is responsible, and how the task should be performed.

Mandatory involvement ensures that the facility does not rely on "voluntary" (Option C) or occasional "rare" (Option A) efforts, which often lead to neglect and the buildup of grease, dirt, and pests. Every worker must understand that cleaning as they go and completing assigned tasks on the schedule are non-negotiable job requirements. This involvement is critical because food workers are the ones interacting with the equipment and surfaces most frequently. If a worker fails to follow the schedule, biofilm can develop on food-contact surfaces, and non-food contact areas (like floors and drains) can become breeding grounds for *Listeria* or pests. Managers must provide the necessary tools, chemicals, and time for staff to fulfill these duties. Furthermore, the mandatory nature of the schedule allows for accountability; managers can verify that tasks were completed and sign off on the logs. This disciplined approach to facility maintenance is a key indicator of a strong food safety culture and is essential for passing health inspections and protecting public health.

NEW QUESTION # 17

A consumer advisory must be given when an operation serves

- A. steamed mussels.
- B. roasted pork.
- **C. raw oysters.**
- D. poached salmon.

Answer: C

Explanation:

According to the FDA Food Code and ServSafe standards, any establishment that serves raw or undercooked Time/Temperature Control for Safety (TCS) foods must provide a consumer advisory. This advisory is a formal notice to guests that consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs increases the risk of foodborne illness, especially for those with certain

medical conditions. Raw oysters fall directly into this category because they are a raw shellfish product frequently associated with pathogens like *Vibrio vulnificus* and Norovirus.

The advisory consists of two parts: a disclosure and a reminder. The disclosure usually involves marking the specific menu item with an asterisk (*) to indicate that it is raw or undercooked. The reminder is a written statement, usually located at the bottom of the menu, that explains the health risks associated with those items. Steamed mussels (Option A), poached salmon (Option C), and roasted pork (Option D) are typically cooked to their required minimum internal temperatures, which eliminates the need for an advisory. For raw oysters specifically, many jurisdictions also require a "Hepatitis A" warning or specific shellfish tags to be maintained. Managers must ensure that the advisory is clearly visible and legible to all guests before they place their order. This protocol is an essential component of "Active Managerial Control," shifting some of the risk assessment to the consumer while ensuring they are fully informed of the biological hazards inherent in raw animal proteins.

NEW QUESTION # 18

When should food handlers use hand antiseptics?

- A. Before washing hands
- B. After putting on gloves
- C. After washing hands
- D. Instead of washing hands

Answer: C

Explanation:

Hand antiseptics (hand sanitizers) are often misunderstood in the foodservice industry. According to the ServSafe Manager curriculum and the FDA Food Code, hand antiseptics are never a substitute for handwashing. They must only be used after the full handwashing process has been completed and the hands have been dried.

Image of handwashing vs. hand antiseptic use



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The primary reason for this is that antiseptics are not effective at removing dirt, grease, or certain tough-to-kill pathogens like Norovirus or Hepatitis A if the hands are soiled. Soap and water, combined with the mechanical friction of scrubbing, are required to physically lift and wash away these contaminants. An antiseptic used on dirty hands will simply be neutralized by the organic matter. Furthermore, the antiseptic used must be compliant with the FDA's "Code of Federal Regulations" for food contact. If an antiseptic is used, the food handler must allow it to completely air-dry before touching food or equipment to avoid chemical contamination. Using it before washing (Option B) is useless as the soap will wash it away, and using it instead of washing (Option A) is a major health code violation. Managers should view antiseptics as an "extra layer" of protection, but the core focus must always remain on rigorous, frequent handwashing at the appropriate times.

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