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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 untensils - 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:

Topic	Details
Topic 1	• FOOD SAFETY MANAGEMENT SYSTEMS: This chapter introduces systematic approaches like HACCP for identifying hazards, establishing controls, and implementing corrective actions.
Topic 2	• THE FLOW OF FOOD: SERVICE: This chapter covers safe holding and serving practices, including time and temperature controls to prevent contamination during service.
Topic 3	• CLEANING AND SANITIZING: This chapter explains cleaning versus sanitizing procedures, dishwashing methods, and establishing effective schedules throughout the operation.
Topic 4	• PROVIDING SAFE FOOD: This chapter introduces foodborne illnesses, their causes and transmission, and establishes the foundational principles for maintaining food safety throughout operations.
Topic 5	• FORMS OF CONTAMINATION: This chapter covers biological, chemical, and physical contaminants, plus deliberate contamination, outbreak response, and food allergen management.

ServSafe Manager Exam Sample Questions (Q21-Q26):

NEW QUESTION # 21
Which step is required as a part of proper handwashing?

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

Answer: D

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 ofscrubbing 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 (likeNorovirusorHepatitis 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 mustonlybe 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 # 22

Which is an example of "cleaning"?

- A. Using a dry towel to remove spots from wine glasses
- B. Checking the final rinse temperature in the dishwasher
- C. Spraying a solution of bleach on a cutting board
- D. Removing food bits from a slicer with a wiping cloth

Answer: D

Explanation:

In a professional foodservice environment, ServSafe makes a critical distinction between "cleaning" and "sanitizing." Cleaning is the physical process of removing food, dirt, and other visible soil from a surface.

Removing food bits from a slicer with a wiping cloth is a direct example of cleaning. This step is the essential first phase in the five-step process for cleaning and sanitizing: (1) Scrape or remove food bits, (2) Wash the surface, (3) Rinse the surface, (4) Sanitize the

surface, and (5) Allow the surface to air-dry.
Without the initial cleaning step, the subsequent sanitizing step will be ineffective. Soil and food particles can neutralize chemical sanitizers like chlorine or quaternary ammonium, or they can act as a physical shield that prevents the sanitizer from reaching and killing microorganisms. Options A and B describe monitoring and the act of sanitizing, respectively. Option D is a cosmetic action(polishing) that does not necessarily meet the hygienic definition of cleaning in a food-safety context. Effective cleaning requires the use of a detergent and physical labor (scrubbing or wiping) to break the surface tension of the soil. For equipment like meat slicers, this process is high-risk and must be performed at least every four hours if the equipment is in constant use.
Managers must verify that staff are not skipping the "wash and rinse" phases before applying sanitizer. By removing the visible "bits" and "grease," the food handler ensures that the environment is prepared for the reduction of pathogens to safe levels.

NEW QUESTION # 23
Before which activity should a food handler apply gloves?

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

Answer: B

Explanation:
Single-use gloves serve as a critical barrier between the food handler's hands andready-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 # 24
Sinks must be used for the correct intended purpose to prevent

- A. high water usage.
- B. equipment damage.
- C. cross-contamination.
- D. cross-contact.

Answer: C

Explanation:
To maintain a sanitary environment, a foodservice facility must have dedicated sinks for specific tasks:
handwashing, food preparation, and warewashing (cleaning and sanitizing). Using a sink for anything other than its intended purpose leads tocross-contamination, which is the transfer of pathogens from one surface or food to another. For example, if a food handler washes their hands or cleans a floor mop in a prep sink used for rinsing lettuce, bacteria such asE. coliorSalmonellacan be transferred to the produce.
The FDA Food Code is very strict about this: handwashing sinks are for hands only; prep sinks are for food only; and service (mop) sinks are for facility cleaning. Cross-contamination is one of the "Big Five" risk factors for foodborne illness identified by the CDC. By ensuring sinks are used correctly, the manager creates a physical barrier between "dirty" tasks and "clean" food production.
While "cross-contact" (Option A) specifically refers to the transfer of allergens, the broader concern with improper sink use is the spread of biological pathogens. Proper sink management is an "Active Managerial Control" measure that protects the integrity of the food throughout its journey in the kitchen.

NEW QUESTION # 25
A chemical sanitizing solution's effectiveness depends on the

- A. number of surfaces to be sanitized with the solution.
- B. water hardness, pH, and temperature of the solution.
- C. type of test strips used to test the solution.
- D. color, odor, and scent of the solution.

Answer: B

Explanation:
The chemical process of sanitizing is not as simple as just mixing chemicals with water. According to ServSafe, the effectiveness of a sanitizer (such as chlorine, iodine, or quaternary ammonium) is determined by several environmental factors, specificallywater hardness, pH, and temperature. Each of these factors can significantly impact the chemical's ability to kill pathogens. Water hardness refers to the amount of minerals (like calcium and magnesium) in the water; high mineral content can neutralize some sanitizers, particularly
"Quats," making them ineffective. The pH of the water also dictates how stable and active a chemical remains; if the pH is too high or too low, the chemical reaction needed to kill bacteria may not occur.
Temperature is equally vital. Most chemical sanitizers have a "sweet spot" temperature (often between $75