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ServSafe ServSafe-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	• CLEANING AND SANITIZING: This chapter explains cleaning versus sanitizing procedures, dishwashing methods, and establishing effective schedules throughout the operation.
Topic 2	• THE SAFE FOOD HANDLER: This chapter addresses how food handlers contaminate food and outlines personal hygiene programs to prevent contamination during handling.
Topic 3	• THE FLOW OF FOOD: PREPARATION: This chapter addresses safe preparation techniques, proper cooking requirements, and critical procedures for cooling and reheating food.
Topic 4	• THE FLOW OF FOOD: AN INTRODUCTION: This chapter introduces hazards throughout food's journey and establishes monitoring techniques for time and temperature control.
Topic 5	• SAFE FACILITIES AND PEST MANAGEMENT: This chapter covers facility requirements for safe operations, emergency preparedness, and comprehensive pest prevention and control programs.
Topic 6	• PROVIDING SAFE FOOD: This chapter introduces foodborne illnesses, their causes and transmission, and establishes the foundational principles for maintaining food safety throughout operations.
Topic 7	• FORMS OF CONTAMINATION: This chapter covers biological, chemical, and physical contaminants, plus deliberate contamination, outbreak response, and food allergen management.
Topic 8	• THE FLOW OF FOOD: PURCHASING AND RECEIVING: This chapter covers supplier selection, receiving procedures, and proper storage methods including temperature requirements and organization.

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ServSafe Manager Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71
Which is an example of possible chemical contamination?

- A. Sauerkraut stored in a glass jar
- B. Grapefruit juice stored in a china pitcher
- C. Orange juice stored in a copper pitcher
- D. Tomato juice stored in a plastic jar

Answer: C

Explanation:
Chemical contamination occurs when toxic substances are introduced into food, often through improper storage or the use of non-food-grade materials. A classic and frequently tested example in the ServSafe Manager curriculum is the storage ofacidic food or beverages in copper containers. Orange juice is highly acidic. When an acidic liquid comes into contact with copper, it causes a chemical reaction known as
"leaching," where copper ions dissolve into the liquid. If consumed, this can lead to heavy metal poisoning, resulting in symptoms like nausea, vomiting, and diarrhea, often occurring within minutes.
The FDA Food Code strictly prohibits the use of "reactive metals"-including copper, brass, lead, pewter, and galvanized zinc-for the storage or preparation of acidic foods. Other examples include storing tomato sauce in a copper pot or lemonade in a galvanized bucket. In contrast, glass, food-grade plastic, and most modern china are considered "non-reactive" and safe for acidic items.
Managers must ensure that all equipment used in the kitchen is labeled as "food-grade" or bears the NSF/ANSI certification. This also extends to the use of chemicals like cleaners, sanitizers, and polishes, which must be stored away from food-prep areas in their original containers or clearly labeled secondary containers. This specific hazard (toxic metal leaching) highlights the importance of understanding the chemical properties of both the food and the equipment being used. By ensuring that acidic foods never touch reactive metals, a manager eliminates a significant and preventable chemical hazard from the operation.

NEW QUESTION # 72
A label on foods prepared and packaged onsite for retail sales must list which information?

- A. A list of all ingredients used in descending order by weight
- B. Inspection score of the prep facility
- C. A copy of the recipe used to prep the product
- D. Use-by dates that are 5 days after product prep

Answer: A

Explanation:
When a food establishment packages food for retail sale (such as a "grab-and-go" cooler), it must comply with strict labeling requirements mandated by the FDA Food Code. The label must include the common name of the food, the quantity (weight), the name and place of business of the manufacturer, and, crucially, alist of all ingredients in descending order by weight. This transparency is vital for consumer safety, particularly regarding food allergies.
The label must also clearly identify any of theBig 9 major allergenscontained in the food. If an ingredient (like bread) contains other sub-ingredients, those must also be listed. Option A is incorrect because the specific recipe is proprietary and not required for a safety label. Option C is incorrect as inspection scores are public record but not required on food labels. Option D is incorrect because the standard shelf life for TCS food is 7 days, not 5, and the specific date must be calculated based on the earliest expiring ingredient. Proper labeling allows guests to make informed decisions and protects the establishment from liability in the event of an allergic reaction. Managers must verify that every packaged item is accurately labeled before it is placed in the retail area to ensure compliance with both federal and local health laws.

NEW QUESTION # 73
When should food handlers use hand antiseptics?

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

Answer: D

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 arenever a substitute for handwashing. They must only be usedafterthe full handwashing process has been completed and the hands have been dried.
Image of handwashing vs. hand antiseptic use
Shutterstock
The primary reason for this is that antiseptics are not effective at removing dirt, grease, or certain tough-to-kill pathogens likeNorovirusorHepatitis Aif 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.

NEW QUESTION # 74
The floors, walls, ceiling, shelves, and racks in a walk-in refrigerator must be cleaned

- A. daily.
- B. monthly.
- C. weekly.
- D. as needed.

Answer: D

Explanation:
While food-contact surfaces must be cleaned and sanitized every four hours, non-food-contact surfaces-such as the structural elements of a walk-in refrigerator-follow a different standard. According to the FDA Food Code and the ServSafe Manager curriculum, these areas must be cleanedas neededto prevent the accumulation of dust, dirt, food particles, and mold. This "as needed" frequency means that the manager must monitor the condition of the walk-in and schedule cleaning before soil buildup becomes a hazard or attracts pests.
Cleaning "as needed" ensures that spills are addressed immediately to prevent the growth ofListeria monocytogenes, a pathogen that specifically thrives in cold, damp environments like walk-in coolers. If a leak or spill occurs, it must be cleaned right away, regardless of the schedule. However, for general maintenance, these areas should also be included on theMaster Cleaning Schedule. While some establishments may choose to do a deep clean weekly (Option B) or monthly (Option C), the regulatory requirement is flexible to accommodate the specific volume and usage of the operation. The key is that the surfaces must remain smooth, non-absorbent, and visibly clean. Dirty floors or moldy racks in a walk-in can lead to cross- contamination via the hands of food handlers or by dripping onto food stored below. Managers should conduct regular inspections to verify that "as needed" cleaning is being performed effectively to maintain a sanitary storage environment.

NEW QUESTION # 75
Lighting fixtures in a cooler must have bulbs that are

- A. 100 watts.
- B. easily removable.
- C. plastic shielded.
- D. fluorescent.

Answer: C

Explanation:
Proper lighting is required in all areas of a food service operation to ensure that staff can clean effectively and monitor food quality. However, light bulbs are a significantphysical hazardbecause they are made of glass.
According to ServSafe and the FDA Food Code, lighting fixtures in food-prep, food-storage, and service areas-including walk-in coolers and freezers-must beplastic shieldedor otherwise shatter-resistant.
The purpose of the plastic shield (Option D) or a "shatter-resistant" coating is to contain the glass fragments if the bulb should break. Without this protection, shards of glass could fall into open food containers, onto clean utensils, or onto prep surfaces, where they

are nearly impossible to detect. In a cooler, where food is often stored in open or loosely covered bins, this risk is especially high. Managers must ensure that all lighting meets these safety standards during facility inspections. Beyond the physical protection, the Food Code also specifies minimum lighting intensity for different areas: for example, 10 foot-candles (108 lux) in walk-in units and dry-storage, and 50 foot-candles (540 lux) in high-intensity food-prep areas. Ensuring that bulbs are shielded and providing adequate brightness is a dual-purpose strategy that protects the physical integrity of the food while allowing for better overall sanitation and safety monitoring.

NEW QUESTION # 76

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