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ServSafe Manager Exam Sample Questions (Q13-Q18):

NEW QUESTION # 13

There has been a recall of chicken tenders due to intentional tampering. The Person in Charge (PIC) has determined that the operation serves the type of chicken tenders recalled. What should the PIC do?

- A. Tell food handlers to cook the tenders longer.
- B. Immediately locate and isolate all of the chicken tenders and call the regulatory authority.
- C. Donate all of the chicken tenders to a local food bank.
- D. Continue serving, since the probability of having received tainted food is slim.

Answer: B

Explanation:

Intentional tampering is a "food defense" issue and represents a critical threat to public safety. Unlike accidental biological contamination, intentional tampering may involve chemical, physical, or biological agents that are not necessarily destroyed by heat. Therefore, telling staff to cook the food longer (Option A) is an ineffective and dangerous response. According to ServSafe

guidelines for managing recalls, especially those involving a security threat, the PIC must immediately take the product out of service by locating and isolating it.

The isolated food must be clearly labeled with "Do Not Use" and "Do Not Discard" signs to prevent any accidental preparation. It should be stored in a separate area from all other food and equipment. Furthermore, because this recall involves "intentional tampering," the PIC must notify the local regulatory authority (health department) and potentially law enforcement. This ensures that the incident is tracked and that the source of the tampering can be investigated. Continuing to serve the food (Option B) is gross negligence. Donating the food (Option D) is unethical and illegal, as it passes a known hazard to another population. This procedure is a key part of the A.L.E.R.T. food defense program, specifically the "Report" and "Threat" components, which emphasize transparency and cooperation with health officials during a crisis.

NEW QUESTION # 14

A detergent must be able to

- A. strip heavy grease.
- **B. remove food residue.**
- C. kill bacteria.
- D. eliminate the need for scrubbing.

Answer: B

Explanation:

According to the ServSafe Manager curriculum, it is vital to distinguish between cleaning and sanitizing. A detergent is a cleaning agent designed specifically to remove food residue, dirt, and other soils from surfaces.

Detergents contain surfactants that reduce surface tension between the soil and the surface being cleaned, allowing the residue to be lifted and rinsed away. While some specialized detergents (degreasers) are designed to strip heavy grease (Option C), the fundamental requirement for a general detergent used in a kitchen is the removal of organic matter.

It is a common misconception that detergents "kill bacteria" (Option A); that is the function of a sanitizer. In fact, if food residue is not completely removed by the detergent first, the sanitizer will not work effectively because the organic matter can neutralize the chemical or physically protect the microorganisms.

Furthermore, most detergents do not eliminate the need for scrubbing (Option D); mechanical action is almost always required to break up biofilms and stuck-on food. In the three-compartment sink method, the first sink uses a detergent solution to remove the "bulk" of the waste. Managers must ensure that the correct type of detergent is used for the task—such as heavy-duty detergents for baked-on grease or multipurpose detergents for floors and walls—and that staff understand that cleaning with a detergent is the mandatory prerequisite to the sanitization step.

NEW QUESTION # 15

An operation must hire a pest control operator who is

- A. bonded.
- B. insured.
- **C. licensed.**
- D. experienced.

Answer: C

Explanation:

Integrated Pest Management (IPM) is a critical part of maintaining a safe food facility. Pests such as cockroaches, rodents, and flies are not just a nuisance; they are biological hazards that carry pathogens like Salmonella, Shigella, and E. coli. ServSafe Manager guidelines mandate that an operation must work with a licensed Pest Control Operator (PCO). While being bonded, insured, or experienced are positive business attributes, the legal and safety requirement focuses on the license.

A licensed PCO has the specialized training to handle restricted-use pesticides that are not available to the general public. They understand the behavior of pests and can develop a customized prevention and treatment plan that is safe for a food-handling environment. The FDA Food Code prohibits food handlers from applying their own pesticides because improper application can lead to chemical contamination of food and surfaces. A PCO will provide documentation of their visits, the chemicals used, and recommendations for facility repairs (such as sealing cracks or fixing floor drains). Managers are responsible for providing the PCO with access to the building and following through on their suggestions for "pest-proofing." This partnership is a proactive "Food Safety Management System" designed to deny pests food, water, and shelter before an infestation can take root.

NEW QUESTION # 16

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, specifically water 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

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