



7th Edition
ServSafe Manager

**Multiple-Choice
Questions**



1 Providing Safe Food

What is a foodborne-illness outbreak?

- A. When two or more food handlers contaminate multiple food items
- B. When an operation serves contaminated food to two or more people
- C. When two or more people report the same illness from eating the same food
- D. When the CDC receives information on two or more people with the same illness

Review

Which is a ready-to-eat food?

- A. Uncooked rice
- B. Raw deboned chicken
- C. Sea salt
- D. Unwashed green beans

Review

Why are preschool-age children at a higher risk for foodborne illnesses?

- A. They have not built up strong immune systems.
- B. They are more likely to spend time in a hospital.
- C. They are more likely to suffer allergic reactions.
- D. Their appetites have increased since birth.

Review

Which is a TCS food?

- A. Bread
- B. Flour
- C. Sprouts
- D. Strawberries

Review

Which is a common risk factor for foodborne illness?

- A. Reheating leftover food
- B. Serving ready-to-eat food
- C. Using single-use, disposable gloves
- D. Purchasing food from unsafe sources

Review

Raw chicken breasts are left out at room temperature on a prep table. What is the risk that could cause a foodborne illness?

- A. Cross-contamination
- B. Poor personal hygiene
- C. Time-temperature abuse
- D. Poor cleaning and sanitizing

Review

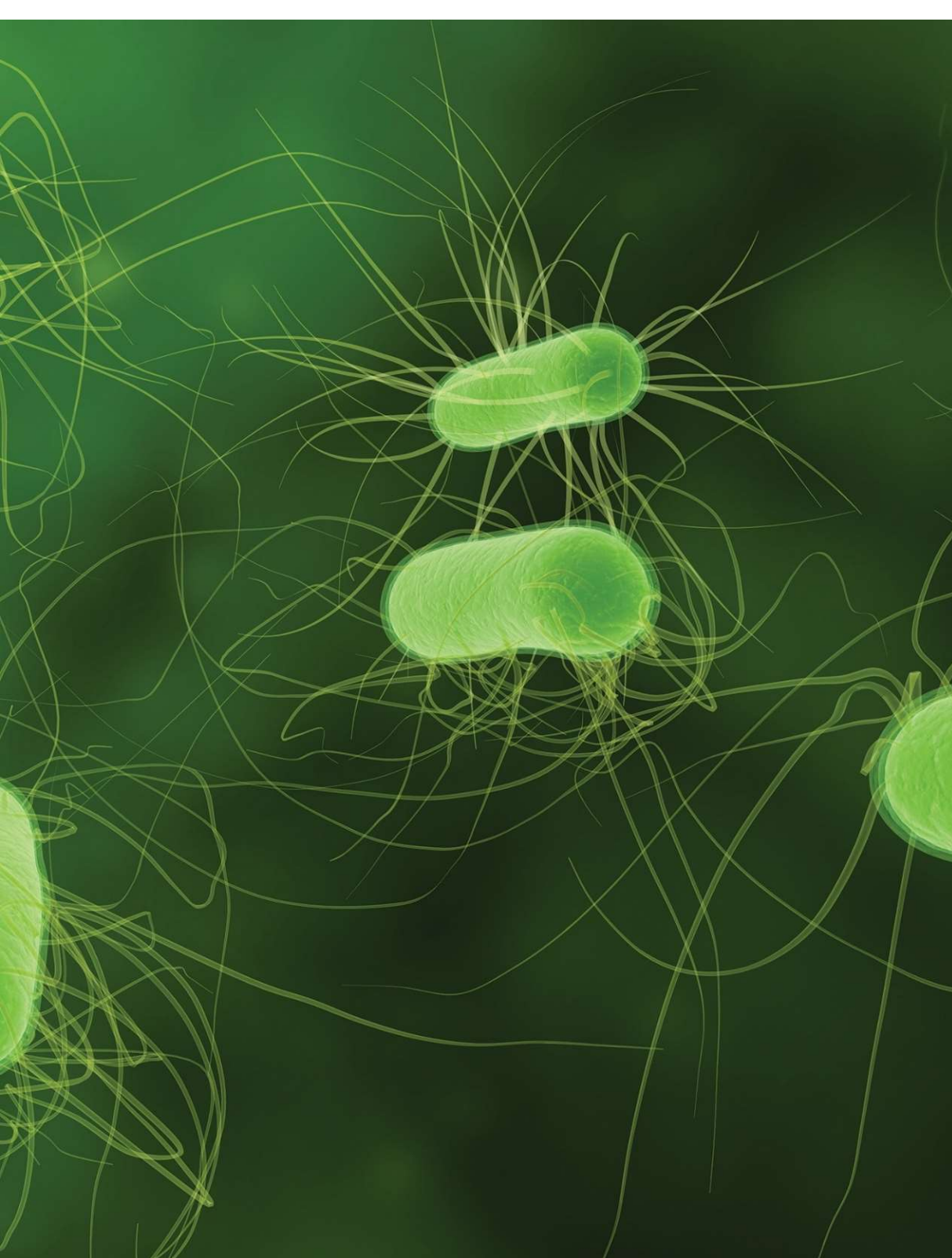
What is TCS food?

- A. Food requiring thermometer checks for security
- B. Food requiring trustworthy conditions for service
- C. Food requiring training commitments for standards
- D. Food requiring time and temperature control for safety

Review

Which government agency is responsible for regulating and inspecting meat, poultry, and eggs?

- A. Food and Drug Administration (FDA)
- B. U.S. Department of Agriculture (USDA)
- C. The Centers for Disease Control and Prevention (CDC)
- D. The Public Health Service (PHS)



2

Forms of Contamination

Review

What are the most common symptoms of a foodborne illness?

- A. Diarrhea, vomiting, fever, nausea, abdominal cramps, and dizziness
- B. Diarrhea, vomiting, fever, nausea, abdominal cramps, and headache
- C. Diarrhea, vomiting, fever, nausea, abdominal cramps, and jaundice
- D. Diarrhea, vomiting, fever, nausea, abdominal cramps, and tiredness

Review

How does most contamination of food happen?

- A. Through contaminated water
- B. When contaminants are airborne
- C. When people cause the contamination
- D. Through the use of contaminated animal products

Review

What is the most important way to prevent a foodborne illness from bacteria?

- A. Control time and temperature.
- B. Prevent cross-contamination.
- C. Practice good personal hygiene.
- D. Practice good cleaning and sanitizing.

Review

What is the most important way to prevent a foodborne illness from viruses?

- A. Control time and temperature.
- B. Prevent cross-contamination.
- C. Practice good personal hygiene.
- D. Practice good cleaning and sanitizing.

Review

Parasites are commonly linked with what type of food?

- A. Rice
- B. Poultry
- C. Seafood
- D. Canned food

Review

A guest had a reversal of hot and cold sensations after eating seafood. What most likely caused the illness?

- A. Parasites
- B. Allergic reaction
- C. Biological toxins
- D. Chemical contamination

Review

How should chemicals be stored to prevent chemical contamination?

- A. Away from prep areas
- B. On the floor between uses
- C. On the work surface of prep tables
- D. With food supplies below prep tables

Review

To prevent the deliberate contamination of food, a manager should know

- A. when to register with the EPA.
- B. how to fill out an incident report.
- C. where to find Safety Data Sheets in the operation.
- D. whom to contact about suspicious activity.

Review

What should food handlers do to prevent food allergens from being transferred to food?

- A. Use clean and sanitized utensils when prepping the order.
- B. Cook food to the appropriate minimum internal temperature.
- C. Store cold food at 41°F (5°C) or lower.
- D. Label chemical containers correctly.

Review

What step should be taken if a manager suspects a foodborne-illness outbreak?

- A. Reheat the suspected product to safe temperatures.
- B. Provide as little information as possible to the regulatory authority.
- C. Deny that the operation has anything to do with the foodborne-illness outbreak.
- D. Set aside the suspected product and label it with “do not use” and “do not discard.”



3

The Safe Food Handler

Review

A food handler who has just bused tables must do what before handling food?

- A. Change apron
- B. Wash hands
- C. Put disposable gloves back on
- D. Wipe hands on a cloth towel

Review

As part of handwashing, food handlers must scrub their hands and arms for at least

- A. 3 seconds.
- B. 5 seconds.
- C. 10 seconds.
- D. 20 seconds.

Review

To work with food, a food handler with an infected hand wound must

- A. cover the wound with an impermeable cover and wear a single-use glove.
- B. cover the wound with an impermeable cover and limit contact with food.
- C. wash hands and bandage the wound with an impermeable cover.
- D. apply ointment and bandage the wound with an impermeable cover.

Review

How should food handlers keep their fingernails?

- A. Short and unpolished
- B. Long and unpolished
- C. Long and painted with nail polish
- D. Short and painted with nail polish

Review

Which piece of jewelry is a food handler allowed to wear?

- A. Diamond ring
- B. Leather-band watch
- C. Medical bracelet
- D. Plain-band ring

Review

What must food handlers do after touching their hair, face, or body?

- A. Wash their hands
- B. Rinse their gloves
- C. Change their aprons
- D. Use a hand antiseptic

Review

Where should personal items, like a coat, be stored in the operation?

- A. On a shelf, above food
- B. On a shelf, below food
- C. In a designated area, away from food.
- D. In a kitchen, away from moving equipment.

Review

After handling raw meat and before handling produce, what should food handlers do with their gloves?

- A. Clean and sanitize them.
- B. Continue working with them.
- C. Set them aside if working with meat again later.
- D. Wash hands and change them.

Review

After prepping food, what must food handlers do before using the restroom?

- A. Take off their aprons
- B. Change their gloves
- C. Take off their hats
- D. Wash their hands

Review

What action should a manager take when a food handler reports having diarrhea and being diagnosed with a foodborne illness caused by *Shigella* spp.?

- A. Keep the food handler away from duties that involve food.
- B. Exclude the food handler from the operation.
- C. Make sure the food handler is supplied with disposable gloves.
- D. Make sure the food handler washes hands often.



4

The Flow of Food: An Introduction

Review

Using one set of cutting boards for raw poultry and another set of cutting boards for ready-to-eat food reduces the risk of

- A. cross-contamination.
- B. time-temperature abuse.
- C. physical contamination.
- D. toxic-metal poisoning.

Review

Pathogens are likely to grow well in a meat stew that is

- A. below freezing temperature.
- B. at refrigeration temperatures.
- C. between 41°F and 135°F (5°C and 57°C).
- D. cooked to the correct internal temperature.

Review

What is the calibration nut on a bimetallic stemmed thermometer used for?

- A. Keep it accurate
- B. Mark its sensing area
- C. Measure air temperature
- D. Measure temperatures through glass

Review

Which probe should be used to check the temperature of a pork roast?

- A. Air
- B. Surface
- C. Immersion
- D. Penetration

Review

What do time-temperature indicators do?

- A. Measure temperature through a probe with a sensor at the end
- B. Measure the length of time that food should be cooked
- C. Show if food has been cross-contaminated during preparation
- D. Show if food has been time-temperature abused during shipment

Review

When using the ice-point technique to calibrate a thermometer, to what temperature should the thermometer be adjusted?

- A. 0°F (-18°C)
- B. 32°F (0°C)
- C. 41°F (5°C)
- D. 212°F (100°C)



5

The Flow of Food: Purchasing, Receiving, and Storage

Review

What must a manager do with a recalled food item in the operation?

- A. Combine the item with non-recalled items during preparation.
- B. Record the names of customers who purchase the item.
- C. Store the recalled item separately from other food.
- D. Sell all recalled items within 24 hours.

Review

Large ice crystals in a case of frozen food are evidence that the product may have been

- A. received at 6°F to 10°F (-14°C to -12°C).
- B. stored at 6°F to 10°F (-14°C to -12°C).
- C. thawed and refrozen.
- D. shipped correctly.

Review

What factor is most important when choosing an approved food supplier?

- A. It has a HACCP program or other food safety system.
- B. It has documented manufacturing and packing practices.
- C. Its warehouse is close to the operation, reducing shipping time.
- D. It has been inspected and complies with local, state, and federal laws.

Review

What are the packaging criteria for accepting nonfood items?

- A. Soiled but intact
- B. Clean and no more than 2 tears or punctures
- C. Soiled and no more than 2 tears or punctures
- D. Intact, clean, and protected from contamination

Review

Supplies should be stored away from the walls and at least _____ off the floor.

- A. 2 inches (5 centimeters)
- B. 4 inches (10 centimeters)
- C. 5 inches (13 centimeters)
- D. 6 inches (15 centimeters)

Review

Ready-to-eat TCS food must be date marked if it will be stored for longer than

- A. 12 hours.
- B. 24 hours.
- C. 36 hours.
- D. 48 hours.

Review

Which item is stored correctly in the cooler?

- A. Macaroni salad stored above raw salmon
- B. Raw ground pork stored below raw poultry
- C. Raw poultry stored above raw pork roast
- D. Sliced pineapple stored below raw steaks

Review

A food item that is received with an expired use-by date should be

- A. rejected.
- B. used immediately.
- C. accepted but labeled differently.
- D. accepted but kept separate from other items.

Review

What is the maximum amount of time that ready-to-eat TCS food can be stored in a cooler at 41°F (5°C) before it must be sold, served, or thrown out?

- A. 2 days
- B. 5 days
- C. 7 days
- D. 9 days

Review

At what internal temperature should cold TCS food be received?

- A. 41°F (5°C) or lower
- B. 45°F (7°C) or lower
- C. 51°F (10°C) or lower
- D. 55°F (13°C) or lower



6

The Flow of Food: Preparation

Review

A variance from the local regulatory authority is needed for

- A. preserving food by smoking it.
- B. developing a crisis-management plan.
- C. using TCS leftovers to make salads.
- D. using ice to cool food.

Review

What is one way that food should NEVER be thawed?

- A. In a microwave
- B. At room temperature
- C. In a cooler
- D. As part of the cooking process

Review

What food item does the FDA advise against offering on a children's menu?

- A. Rare cheeseburgers
- B. Cheese pizza
- C. Peanut butter and jelly sandwiches
- D. Fried shrimp

Review

When checking the internal temperature of food, where should the thermometer be inserted?

- A. In the thinnest part of the food
- B. In the thickest part of the food
- C. On the bottom of the food
- D. On the top of the food

Review

What is the required minimum internal cooking temperature for a chicken breast?

- A. 135°F (57°C) for 4 minutes
- B. 145°F (63°C) for 4 minutes
- C. 155°F (68°C) for 15 seconds
- D. 165°F (74°C) for <1 second

Review

What is the required minimum internal cooking temperature for ground beef?

- A. 135°F (57°C)
- B. 145°F (63°C)
- C. 155°F (68°C)
- D. 165°F (74°C)

Review

What must you do immediately after thawing food in a microwave?

- A. Hold it.
- B. Cook it.
- C. Cool it.
- D. Freeze it.

Review

A consumer advisory should be provided for menu items that contain TCS food that

- A. is very spicy.
- B. contains gluten.
- C. is raw or undercooked.
- D. is made with a non-big-eight allergen.

Review

Food must be cooled from 135°F (57°C) to _____ within two hours.

- A. 80°F (27°C)
- B. 45°F (7°C)
- C. 70°F (21°C)
- D. 41°F (5°C)

Review

When reheating turkey chili for hot-holding, what is the minimum temperature that the chili must reach?

- A. 135°F (57°C) for 15 seconds
- B. 145°F (63°C) for 15 seconds
- C. 155°F (68°C) for 15 seconds
- D. 165°F (74°C) for 15 seconds



7

The Flow of Food: Service

Review

What is the minimum temperature that must be maintained when holding hot soup for service?

- A. 100°F (38°C)
- B. 120°F (49°C)
- C. 135°F (57°C)
- D. 155°F (68°C)

Review

What is the maximum allowable internal temperature when cold-holding food?

- A. 41°F (5°C)
- B. 45°F (7°C)
- C. 51°F (10°C)
- D. 55°F (13°C)

Review

A catering employee removed a 135°F (57°C) tray of lasagna from hot-holding for service in a hotel conference room at 11:00 a.m. By what time must the lasagna be thrown out?

- A. 12:00 p.m.
- B. 2:00 p.m.
- C. 3:00 p.m.
- D. 4:00 p.m.

Review

Which food item may be handled with bare hands?

- A. Sliced cheese for sandwiches
- B. Boiled egg slices for salad
- C. Chopped carrots for stew
- D. Parsley for garnish

Review

Which part of a bowl should a food handler avoid touching when serving customers?

- A. Inside
- B. Outside
- C. Bottom
- D. Edge

Review

Which item may be re-served to another customer?

- A. A partially used cup of salsa
- B. Unopened condiment packets
- C. Uneaten bread from a bread basket
- D. An uneaten pickle used as a plate garnish

Review

Which action could contaminate food at a self-service area?

- A. Keeping hot TCS food at 135°F (57°C)
- B. Allowing customers to reuse plates
- C. Labeling all containers and handles
- D. Taking food temperatures every hour

Review

Food for off-site service should be labeled with reheating and service instructions and a(n)

- A. list of ingredients.
- B. use-by date and time.
- C. date of preparation.
- D. inspection stamp.



8 Food Safety Management Systems

Review

What is the primary purpose of a food safety management system?

- A. Keep all areas of the facility clean and pest-free.
- B. Lock-out and tag-out faulty equipment within the facility.
- C. Prevent foodborne illness by controlling risks and hazards.
- D. Maintain correct purchasing and receiving records for auditors.

Review

What is a manager's responsibility to actively control risk factors for foodborne illnesses called?

- A. Active managerial control
- B. Food safety management
- C. Quality control and assurance
- D. Hazard analysis critical control point (HACCP)

Review

A manager asks a dish washer to rewash dishes after determining that the sanitizing rinse was not properly made. This is an example of which step in active managerial control?

- A. Identifying risks
- B. Monitoring
- C. Corrective action
- D. Re-evaluation

Review

A manager walks around the kitchen every hour to answer questions and to see if staff members are following procedures. This is an example of which step in active managerial control?

- A. Management oversight
- B. Corrective action
- C. Re-evaluation
- D. Identify risks

Review

One way for managers to demonstrate a knowledge of food safety is to

- A. conduct self-inspections.
- B. take cooking temperatures.
- C. monitor employee behaviors.
- D. become certified in food safety.



9 Safe Facilities and Pest Management

Review

The water provided to a handwashing sink must be

- A. hot water only.
- B. cold water only.
- C. drinkable water only.
- D. fluoridated water only.

Review

What food safety features are the most important to look for when selecting flooring, wall, and ceiling materials?

- A. Absorbent and durable
- B. Hard and durable
- C. Porous and durable
- D. Smooth and durable

Review

A handwashing station should have soap, hot and cold water, signage, a way to dry hands, and

- A. gloves.
- B. a timer.
- C. a garbage container.
- D. a clock with a second hand.

Review

Which part of a sink prevents backflow of dirty water?

- A. The air gap
- B. The tap valves
- C. The floor grate
- D. The aerator

Review

Grease and condensation buildup on surfaces can be avoided with correct

- A. garbage disposal.
- B. lighting.
- C. sanitizing.
- D. ventilation.

Review

Where should garbage cans be cleaned?

- A. Away from food and utensils
- B. Next to food-prep areas
- C. In cold-storage areas
- D. In food-storage areas

Review

When the garbage can was full, an employee placed the full garbage bag on a prep table and tied it securely. Then he carried it to the dumpster and disposed of it. What was done incorrectly?

- A. The employee waited until the garbage was full.
- B. The bag was disposed of in a dumpster.
- C. The bag was placed on a prep table.
- D. The employee tied the bag shut.

Review

In the event of an imminent health hazard, such as a water supply interruption, the operation must

- A. execute a HACCP plan.
- B. reduce the hours of operation.
- C. notify the regulatory authority.
- D. maintain normal operating procedures.

Review

What is one way to keep an operation pest-free?

- A. Deny pests access to the operation.
- B. Keep outdoor garbage containers open.
- C. Clean up food spills at the end of each shift.
- D. Store food and supplies one inch off the floor in storage.

Review

Which individual should apply pesticides in a restaurant or foodservice operation?

- A. Pest control operator
- B. Owner/operator
- C. Operational director
- D. Line cook



10 Cleaning and Sanitizing

Review

A food-contact surface must be cleaned and sanitized

- A. before working with a different type of food.
- B. every 6 hours.
- C. only if the food handler changes gloves.
- D. at the end of the food handler's shift.

Review

What is the correct way to clean and sanitize a prep table?

- A. Remove food from surface, clean, rinse, sanitize, air-dry
- B. Remove food from surface, rinse, clean, sanitize, air-dry
- C. Sanitize, remove food from surface, clean, rinse, air-dry
- D. Air-dry, remove food from surface, rinse, sanitize, clean

Review

To make sure that the chemical sanitizer being used on a food-prep surface is at the correct strength,

- A. rinse it from the surface and then apply it a second time.
- B. test the surface first to confirm that there are no pathogens.
- C. heat it to the temperature recommended by the manufacturer.
- D. use a test kit to check the sanitizer's concentration when mixing it.

Review

In a heat-sanitizing dishwashing machine, what is the required minimum temperature for the final rinse?

- A. 152°F (67°C)
- B. 180°F (82°C)
- C. 192°F (89°C)
- D. 200°F (93°C)

Review

The first step in cleaning and sanitizing items in a three-compartment sink is

- A. air-drying items.
- B. washing items in detergent.
- C. immersing items in sanitizer.
- D. rinsing, scraping, or soaking items.

Review

Which surfaces must be both cleaned and sanitized?

- A. Walls
- B. Cutting boards
- C. Storage shelves
- D. Garbage containers

Review

Which feature is most important for a chemical storage area?

- A. Good lighting
- B. Single-use towels
- C. Nonskid floor mats
- D. Emergency shower system

Review

What is the correct way to store mops in between uses?

- A. Propped in a corner
- B. In a clean bucket
- C. In a utility sink
- D. On a hook

Review

A buser poured some cleaner from its original container into a smaller, working container. What else does the buser need to do?

- A. Label the working container with its contents.
- B. Read the safety data sheet (SDS) for the cleaner.
- C. Use a new wiping cloth when first using the working container.
- D. Note on the original container that some cleaner was put into a working container.

What step must managers take after creating a master cleaning schedule?

- A. Train staff to follow the program.
- B. Determine who should do each task.
- C. Time staff on how long they take to clean.
- D. Determine what should be cleaned.