

Instructions for Using the Diagnostic Test Prior to Classroom Instruction

Teaching the entire content of *ServSafe Manager Book 7th Edition* in an eight-hour session can be challenging. Having learners who are better prepared before classroom instruction begins leads to a more efficient classroom experience for everyone.

One of the best ways you can prepare learners for classroom instruction is to have them read *ServSafe Manager Book 7th Edition* before coming to class. Asking learners to complete the diagnostic test will also prepare them for instruction and help you focus on the areas that require additional attention in the classroom.

Three weeks before class, you should send all learners a packet of information that contains the following:

- *ServSafe Manager Book 7th Edition*
- 80-question diagnostic test and answer key
- Date(s) of the class
- Time the class begins and ends
- Location (with directions)
- What to expect during training and the examination
- A sample cover letter is provided in a separate file.

The diagnostic test comes with a complete answer key. The answer key notes areas of weakness and directs learners to the appropriate sections of *ServSafe Manager Book 7th Edition* for further study prior to class. Additionally, you as an instructor can use the results of the diagnostic test to note which areas of content will require extra attention in the class. Ask learners to send their completed answer keys to you prior to class. Use the test results to fine-tune the material you plan to deliver in class. You may want to dedicate extra time to subject areas that your learners found difficult.

Practice Tests

Diagnostic Test



Name _____ Date _____

Circle the best answer to each question below. Be sure to answer all 80 questions.

① **The purpose of a food safety management system is to**

- A keep all areas of the facility clean and pest-free.
- B identify, tag, and repair faulty equipment within the facility.
- C prevent foodborne illness by controlling risks and hazards.
- D use the correct methods for purchasing and receiving food.

② **A manager's responsibility to actively control risk factors for foodborne illnesses is called**

- A hazard analysis critical control point (HACCP).
- B quality control and assurance.
- C food safety management.
- D active managerial control.

③ **A manager asks a chef to continue cooking chicken breasts after seeing them cooked to an incorrect temperature. This is an example of which step in active managerial control?**

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

④ **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

⑤ **One way for managers to show that they know how to keep food safe is to**

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

⑥ **A power outage has left hot TCS food out of temperature control for six hours. What must be done with the food?**

- A Cool the food to 41°F (5°C) or lower.
- B Serve the food immediately.
- C Cook the food 165°F (74°C).
- D Throw the food away.

- ⑦ **An imminent health hazard, such as a water supply interruption, requires immediate correction or**
- A a HACCP plan.
 - B closure of the operation.
 - C evaluation of the situation.
 - D normal operating procedures.
- ⑧ **What is the best way to protect food from deliberate tampering?**
- A Make it as difficult as possible for someone to tamper with it.
 - B Allow former employees into the operation.
 - C Perform spot inspections on new vendors.
 - D Use the USDA A.L.A.R.M. system.
- ⑨ **To prevent the deliberate contamination of food, a manager should know whom to contact about suspicious activity, monitor the security of products, keep information related to food security on file, and 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 who is in the facility.
- ⑩ **Where should food handlers wash their hands?**
- A Prep sink
 - B Utility sink
 - C Designated sink for handwashing
 - D Three-compartment sink
- ⑪ **What must food handlers do after touching their body or clothing?**
- A Wash their hands
 - B Rinse their gloves
 - C Change their aprons
 - D Use a hand antiseptic
- ⑫ **When washing hands, what is the minimum time that food handlers should scrub hands and arms with soap?**
- A 5 seconds
 - B 8 seconds
 - C 10 seconds
 - D 18 seconds
- ⑬ **After which activity must food handlers wash their hands?**
- A Clearing tables
 - B Putting on gloves
 - C Serving customers
 - D Applying hand antiseptic

14 What is the main reason for food handlers to avoid scratching their scalps?

- A Transferring a food allergen
- B Spreading pathogens to the food
- C Getting food in their hair
- D Causing toxic-metal poisoning

15 When may food handlers wear plain-band rings?

- A At any time
- B When not handling food
- C Only if wearing gloves
- D Only if washing dishes

16 What should a food handler do when working with an infected cut on the finger?

- A Cover the wound with a bandage.
- B Stay away from food and prep areas.
- C Cover the hand with a glove or a finger cot.
- D Cover the wound with an impermeable bandage or finger cot and a glove.

17 What is the only jewelry that may be worn on the hands or arms while handling food?

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

18 In addition to other criteria, how many people must have the same symptoms in order for a foodborne illness to be considered an outbreak?

- A At least 1
- B At least 2
- C At least 10
- D At least 20

19 When should a food handler with a sore throat and fever be excluded from the operation?

- A Customers served are primarily a high-risk population
- B Fever is over 100°F (38°C)
- C Sore throat has lasted for more than 5 days
- D Before the regulatory authority is notified

20 What is a basic characteristic of a virus?

- A Destroyed by cooking
- B Grows in food
- C Requires a living host to grow
- D Commonly found in cattle intestines

21 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.

22 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

23 What should food handlers do after prepping food and before using the restroom?

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

24 How should the temperature of a shipment of sour cream be taken when it arrives at an operation?

- A Place a hand on a container to see if it is cool to the touch.
- B Hold an infrared thermometer as close as possible to a case.
- C Place the thermometer stem between shipping boxes for a reading.
- D Remove the lid of a container and put the thermometer stem into the sour cream.

25 Ice crystals on a frozen food item indicate

- A time-temperature abuse.
- B cross-contamination.
- C poor cleaning and sanitizing.
- D poor personal hygiene.

26 What is the most important factor in 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.

27 Which item should be rejected?

- A Bags of organic cookies in torn packaging
- B Bottled milk at 41°F (5°C)
- C Single-use cups in original packing
- D Live oysters with an internal temperature of 50°F (10°C)

- 28 Supplies should be stored away from the walls and at least _____ off of the floor.
- A 2 inches (5 centimeters)
 - B 4 inches (10 centimeters)
 - C 5 inches (13 centimeters)
 - D 6 inches (15 centimeters)
- 29 Soup on a buffet should be labeled with the
- A name of the food.
 - B prep date.
 - C soup's ingredients.
 - D use-by date.
- 30 How should chemicals be stored?
- A Above food
 - B Away from prep areas
 - C In food storage areas
 - D With kitchenware
- 31 What should be done to ready-to-eat TCS food that will be prepped on-site and held for longer than 24 hours?
- A Date mark it.
 - B Sell it.
 - C Throw it away.
 - D Serve it within the next hour.
- 32 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.
- 33 A recall has been issued for a specific brand of orange juice. The store manager has matched the information from the recall notice to the item, removed the item from inventory, and stored it in a secure location. What should the manager do next?
- A Refer to the vendor notification for next steps.
 - B Contact the supplier and arrange for the product to be picked up.
 - C Label the item to prevent it from accidentally being placed back in inventory.
 - D Inform the local media, customers, and employees of the reason for the recall.
- 34 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.

- 35 Cold food can be held intentionally without temperature control for _____ hours as long as it does not exceed 70°F (21°C).
- A 2
 - B 4
 - C 6
 - D 8
- 36 When delivering food for off-site service, raw poultry must be stored
- A at a lower temperature than ready-to-eat food.
 - B separately from ready-to-eat food.
 - C without temperature control.
 - D above raw beef.
- 37 What is the minimum internal cooking temperature for seafood?
- A 135°F (57°C) or higher for 15 seconds
 - B 145°F (63°C) or higher for 15 seconds
 - C 155°F (68°C) or higher for 15 seconds
 - D 165°F (74°C) or higher for 15 seconds
- 38 Food must be cooled from 135°F (57°C) to _____ within 2 hours.
- A 80°F (27°C)
 - B 45°F (7°C)
 - C 70°F (21°C)
 - D 41°F (5°C)
- 39 Hot TCS food being hot-held for service must be at what temperature?
- A 70°F (21°C) or above
 - B 125°F (52°C) or above
 - C 135°F (57°C) or above
 - D 155°F (68°C) or above
- 40 Which method is a safe way to thaw food?
- A As part of the cooking process
 - B Under running water at 125°F (52°C) or higher
 - C Submerged in a sink of standing water at 70°F (21°C)
 - D On the counter at room temperature
- 41 Food being cooled must pass quickly through which temperature range to reduce pathogen growth?
- A 65°F to 20°F (18°C to -6°C)
 - B 125°F to 70°F (52°C to 21°C)
 - C 180°F to 130°F (82°C to 54°C)
 - D 220°F to 195°F (104°C to 90°C)

- 42 **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
- 43 **A food handler with a sore throat and a fever should be excluded from working in a day-care center, because the children**
- A will not receive the same level of service.
 - B could make the food handler more sick.
 - C are a high-risk population.
 - D will refuse to eat.
- 44 **Which is a chemical contaminant?**
- A Bones in a chicken fillet
 - B Norovirus in shellfish
 - C Metal shavings in a can of peaches
 - D Tomato juice served in a pewter pitcher
- 45 **Which is a biological contaminant?**
- A Bones in a chicken fillet
 - B Norovirus in shellfish
 - C Metal shavings in a can of peaches
 - D Tomato juice served in a pewter pitcher
- 46 **The 6 conditions bacteria need to grow are food, acidity, temperature, time, oxygen, and**
- A meat.
 - B moisture.
 - C melatonin.
 - D management.
- 47 **Using the same knife to chop carrots for a salad immediately after cutting up raw chicken is an example of**
- A time-temperature abuse.
 - B cross-contamination.
 - C poor personal hygiene.
 - D purchasing from an unapproved supplier.
- 48 **Which is an example of physical contamination?**
- A Sneezing on food
 - B Touching dirty food-contact surfaces
 - C Bones in fish
 - D Cooking tomato sauce in a copper pan

- 49 Which symptom could mean a customer is having an allergic reaction to food?
- A Coughing
 - B Dehydration
 - C Swollen lips
 - D Sneezing
- 50 To prevent food allergens from being transferred to food,
- A clean and sanitize utensils before preparing an allergen special order.
 - B buy food from trusted suppliers.
 - C store cold food at 41°F (5°C) or lower.
 - D avoid pewter tableware and utensils and copper cookware.
- 51 Which is a Big Eight food allergen?
- A Broccoli
 - B Wheat
 - C Grapes
 - D Pork
- 52 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)
- 53 Cold food being held without temperature control for up to six hours cannot exceed which temperature while it is being served?
- A 41°F (5°C)
 - B 50°F (10°C)
 - C 60°F (16°C)
 - D 70°F (21°C)
- 54 A food handler has been holding chicken salad for sandwiches in a cold well for seven hours. When she checks the temperature of the chicken salad, it is 54°F (12°C). What must the food handler do?
- A Sell the remaining chicken salad immediately
 - B Sell the remaining chicken salad within 2 hours
 - C Cool the chicken salad to 41°F (5°C)
 - D Discard the chicken salad

- 55 **A food handler working in a hotel removes cold tuna salad from the cooler at 9:00 am and delivers it to a conference room for an 11:00 am buffet luncheon, where it is held without temperature control. By what time must the tuna salad be served or thrown out?**
- A 12:00 p.m.
 - B 2:00 p.m.
 - C 3:00 p.m.
 - D 4:00 p.m.
- 56 **An operation has a buffet with 8 different items on it. How many serving utensils are needed to serve the items on the buffet?**
- A 1
 - B 2
 - C 4
 - D 8
- 57 **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
- 58 **A cook wore single-use gloves while forming raw ground beef into patties. The cook continued to wear them while slicing hamburger buns. What mistake was made?**
- A The cook did not wear reusable gloves while handling the raw ground beef and hamburger buns.
 - B The cook did not clean and sanitize the gloves before handling the hamburger buns.
 - C The cook did not wash hands before putting on the same gloves to slice the hamburger buns.
 - D The cook did not wash hands and put on new gloves before slicing the hamburger buns.
- 59 **When must a consumer advisory be provided for menu items containing TCS food?**
- A When the item is raw or undercooked.
 - B When the item contains a potential allergen.
 - C When the operation provides only counter service.
 - D When the operation primarily serves a high-risk population.
- 60 **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

61 **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 Hanging on a hook

62 **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.

63 **Which does not require sanitizing?**

- A Plates
- B Knives
- C Walls
- D Tongs

64 **Which surfaces must be both cleaned and sanitized?**

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

65 **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.

66 **After scraping and washing, what is the third step in cleaning and sanitizing a prep table?**

- A Sanitizing
- B Air-drying
- C Rinsing
- D Rewashing

67 **In a heat-sanitizing dishwasher, what is the 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)

68 **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.

69 **Where should garbage cans be cleaned?**

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

70 **When the kitchen 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.

71 **Grease and condensation buildup on surfaces can be avoided with correct**

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

72 **To prevent backflow, a sink must be equipped with a(n)**

- A Air gap
- B Vacuum assist
- C Overflow drain
- D Touchless controls

73 **What are the most important food safety features 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

74 What information should a master cleaning schedule contain?

- A What should be cleaned and when
- B What should be cleaned, when, and by whom
- C What should be cleaned, when, by whom, and how
- D What should be cleaned, when, by whom, how, and why

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

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

76 A food handler drops the end of a hose into a mop bucket and turns the water on to fill it. What has the food handler done wrong?

- A Created a cross-connection
- B Created an air-gap separation
- C Prevented backflow
- D Prevented atmospheric vacuuming

77 The water provided to a handwashing sink must be

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

78 Which individual should apply pesticides in a foodservice operation?

- A A pest control operator
- B A shift manager
- C A busboy
- D A cook

79 A food handler who is receiving a food delivery observes signs of pests in the food. What should be done?

- A The head chef should be warned of the pests.
- B The food handler should remove all evidence of the pests.
- C The shipment should be refused and prevented from entering the operation.
- D The shipment should be stored outside the kitchen until a manager inspects it.

80 How high must legs be on table-mounted equipment?

- A At least 1 inch (3 centimeters)
- B At least 2 inches (5 centimeters)
- C At least 4 inches (10 centimeters)
- D At least 6 inches (15 centimeters)