Pre-Class Study Supplement for the ServSafe® Manager Certification Exam

In order to obtain the highest score possible, we recommend completing this study supplement before the class date.

*NOTE: This study supplement does NOT cover all subject matter covered in the ServSafe® class. This supplement should be used to become familiar with common terms and concepts used in the class.*

Have questions about your class or exam?

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Chapter 1- Providing Safe Food

- Three types of contamination to food (pg. 1.4):
  1. __________________________
  2. __________________________
  3. __________________________

- TCS stands for (pg. 1.6): ________________________________________________________

- Examples of TCS foods (pg. 1.6):
  1. _________________  2. _________________  3. _________________
  4. _________________  5. _________________  6. _________________
  7. _________________  8. _________________  9. _________________
  10. _______________  11. _______________  12. _______________

- Five CDC risk factors (Five most common ways food becomes contaminated in restaurants; pg. 1.4):
  1. _______________________________________________________________
  2. _______________________________________________________________
  3. _______________________________________________________________
  4. _______________________________________________________________
  5. _______________________________________________________________

- Three high risk populations (also called highly susceptible populations; pg. 1.7):
  1. __________________________________________
  2. __________________________________________
  3. __________________________________________

- What is the primary responsibility of the following organizations (pg. 1.9)?
  * FDA: ____________________________________________________________
  * USDA: ___________________________________________________________
  * CDC: ____________________________________________________________
  * Local regulatory authority: _________________________________________
Chapter 2- Forms of Contamination

Key Terms and Concepts

- Four types of biological pathogens that may make people sick are (pg. 2.3):
  1. _______________________
  2. _______________________
  3. _______________________
  4. _______________________

- FATTOM (pg. 2.4): F_________ A_________ T_________ T_________ O_________ M_________

- What is the main way we can control bacteria on our food (pg. 2.4)? __________________________

- What is the main way we can control viruses from contaminating food (pg. 2.6)? ________________

- What is the main way we prevent people getting sick from seafood toxins (pg. 2.8)? ___________

- FDA ALERT stands for (pg. 2.13)?
  A_________ L_________ E_________ R_________ T_________

- The most common allergens (The Big 8) are (pg. 2.17):
  1. ________________ 3. ________________ 5. ________________ 7. ________________
  2. ________________ 4. ________________ 6. ________________ 8. ________________

- When allergens are transferred from one food item to another is referred to as (pg. 2.19)?
  Cross- ________________

- Methods to use to prevent allergens being transferred in between food items would include
  (pg. 2.19)? _____________________________________________________________________
  _____________________________________________________________________
Chapter 3- Personal Hygiene

- The entire handwashing process should take how long (pg. 3.5)? ________________________

- When may food handlers prepare food with their bare hands (without gloves; pg. 3.11)?
  1.____________________________    2._____________________________

- All food handlers preparing food are required to have what items as part of their uniform (pg. 3.11)?
  ______________________________________________________________

- Drinks consumed during food preparation are required to be stored away from food and in what type of container (pg. 3.12)? ______________________________________________________________

- When must food handlers report illnesses to the manager or person-in-charge (pg. 3.12)?
  ______________________________________________________________

- Which symptom(s) would require a food handler to stay home from work when working in a pre-school (pg. 3.13)? 1.____________________________    2.____________________________

- Which symptom(s) would require the food handler to remain symptom free for at least 24 hours (pg. 3.13)? 1.____________________________    2.____________________________

- Illnesses caused by six pathogens are required to be reported to the regulatory authority (health department) by the manager, or person-in-charge. What are these pathogens (pg. 3.13)?
  1.__________________________________________
  2.__________________________________________
  3.__________________________________________
  4.__________________________________________
  5.__________________________________________
  6.__________________________________________
Chapter 4- Flow of Food: An Introduction

- What is the temperature danger zone (pg. 4.4)? _______ degrees to _______ degrees

- What can start to grow if food is allowed to sit in this temperature range (pg. 4.4)?
  _________________________________

- What are the 4 types of thermocouple probes used for checking different foods (pg. 4.7)?
  
  1. ______________________________
  2. ______________________________
  3. ______________________________
  4. ______________________________

- Infrared/Laser thermometers will only measure what kind of temperature (pg. 4.8)?
  ________________________________

- Within how many degrees do thermometers need to be calibrated (pg. 4.9)?
  ________________________________

- When should thermometers be checked for proper calibration (pg. 4.9)?
  ________________________________
Chapter 5- The Flow of Food: Purchasing, Receiving, and Storage

- What defines an approved reputable supplier (pg. 5.2)?

- What items should a food handler have to properly inspect deliveries (pg. 5.3)?
  1. ____________________  2._____________________  3. _____________________

- What is the first course of action when an operation is notified of a food that was delivered and then recalled (pg. 5.4)?

- All cold TCS food should be delivered at what temperature (pg. 5.5)?   ______ degrees

- What three items may be received at 45 degrees, but need to be cooled to 41 degrees within 4 hours (pg. 5.5)?   1. ___________________    2. ___________________   3. ___________________

- If hot TCS food is delivered to your operation, what is the minimum temperature the food should be received (pg. 5.5)?  ______ degrees

- How many days can ready-to-eat food be stored in an operation (pg. 5.9)?  __________ days.

- What temperature should cold TCS food be stored in the refrigerator (pg. 5.9)? _______ degrees.

- What temperature should hot TCS food be stored in a warming unit (pg. 5.9)? _______ degrees.

- Put the following food items on the correct shelf (pg. 5.11):

  Top Shelf: ______________________________________________
  2nd Shelf: ______________________________________________
  3rd Shelf: ______________________________________________
  4th Shelf: ______________________________________________
  Bottom Shelf: ___________________________________________

  Potato Salad
  Raw chicken breast
  Raw tail-on shrimp
  Fresh pork tenderloin
  Fresh green beans
  Raw pork sausage
  Cooked hamburgers
  Fresh salmon
  Raw chicken wings
  Fresh steaks
Chapter 6- Flow of Food: Preparation

- What are the four approved methods of thawing food (pg. 6.3)?
  
  1. _______________________________  2. _______________________________
  
  3. _______________________________  4. _______________________________

- Match the following foods with their minimum internal cook temperatures (pg. 6.10):

<table>
<thead>
<tr>
<th>Food</th>
<th>Minimum Internal Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresh oysters</td>
<td>125° for 15 sec.</td>
</tr>
<tr>
<td>Eggs to order</td>
<td>135° for 15 sec.</td>
</tr>
<tr>
<td>Raw hamburger</td>
<td>145° for 15 sec.</td>
</tr>
<tr>
<td>Mixed veggies</td>
<td>145° for 4 min.</td>
</tr>
<tr>
<td>Stuffed peppers</td>
<td>155° for 15 sec.</td>
</tr>
<tr>
<td>Buffet eggs</td>
<td>155° for 4 min.</td>
</tr>
<tr>
<td>Pinto beans</td>
<td>165° for 15 sec.</td>
</tr>
<tr>
<td>Prime rib roast</td>
<td>175° for 15 sec.</td>
</tr>
<tr>
<td>Lobster stuffed ravioli</td>
<td></td>
</tr>
<tr>
<td>Ground seafood</td>
<td></td>
</tr>
<tr>
<td>Microwaved eggs</td>
<td></td>
</tr>
<tr>
<td>Reheated chili</td>
<td></td>
</tr>
<tr>
<td>Pasta noodles</td>
<td></td>
</tr>
<tr>
<td>Rotisserie turkey</td>
<td></td>
</tr>
<tr>
<td>Flavor injected roast</td>
<td></td>
</tr>
<tr>
<td>Salmon filets</td>
<td></td>
</tr>
<tr>
<td>Turkey burger</td>
<td></td>
</tr>
<tr>
<td>Leftover meatloaf</td>
<td></td>
</tr>
</tbody>
</table>

- If a restaurant wants to serve rare hamburgers, what needs to be stated on the menu (pg. 6.12)?

  ____________________________________________________________________

- To cool food safely, what are the time and temperature parameters a food handler must know (pg. 6.15)?

  *From _______ degrees to _______ degrees within _______ hours,
   then from _______ degrees to _______ degrees within _______ hours.

- Food that is cooked, then cooled, needs to be reheated the next day to what temperature for 15 sec. (pg. 6.17)? _______ degrees within _______ hours.
Chapter 7- Flow of Food: Service

- At what temperature would a pan of macaroni and cheese on the hot buffet need to be maintained (pg. 7.2)? _______ degrees.

- At what temperature would chopped romaine lettuce need to be maintained on a salad bar (pg. 7.2)? _______ degrees.

- How long could a catering company leave pasta salad on the picnic table WITHOUT temperature control as long as the food does not exceed 70° (pg. 7.3)? _______ hours

- How long could a catering company leave a pan of hot BBQ on the picnic table WITHOUT temperature control (pg. 7.4)? _______ hours

- What kind of food items could be re-served from one customer to another customer (pg. 7.7)? __________________________________________________________

- Items on a self-service salad bar can be protected by having how many utensils for each item (pg. 7.5)? _______

- When delivering pizza, the pizza should be maintained at a minimum of what temperature (pg. 7.9)? _______ degrees.

- When delivering deli sandwiches to a doctor’s office, the sandwiches should be maintained at a maximum of what temperature (7.9)? _______ degrees.

- If lasagna is delivered to a lawyer’s office, what information should be on the label (pg. 7.9)? __________________________________________________________
Chapter 8- Food Safety Management Systems

- The five most common risk factors managers need to control in order to keep food safe are (pg. 8.3):
  1. _________________________________________________________
  2. _________________________________________________________
  3. _________________________________________________________
  4. _________________________________________________________
  5. _________________________________________________________

- Which HACCP principles help managers identify and evaluate hazards in their operations (pg. 8.5)?
  * ___________________________________________________________________
  * ___________________________________________________________________

- Which HACCP principles help managers control these hazards in their operations (pg. 8.5)?
  * ___________________________________________________________________
  * ___________________________________________________________________

- Which HACCP principles help managers maintain their HACCP plan and food safety systems (pg. 8.5)?
  * ___________________________________________________________________
  * ___________________________________________________________________

- Creating a HACCP Plan and obtaining a variance from the health department may be required if we want to process food in which ways? (list four processing methods; pg. 8.10)
  1. __________________________________________________________
  2. __________________________________________________________
  3. __________________________________________________________
  4. __________________________________________________________
Chapter 9- Safe Facilities and Pest Management

- What two organizations create national standards for foodservice equipment (pg. 9.2)? _______ and _______.

- How many inches off the floor should equipment be installed (pg. 9.2)? _______ inches.

- What five items must a handwashing station have (pg. 9.4)?
  1. ______________________________________
  2. ______________________________________
  3. ______________________________________
  4. ______________________________________
  5._______________________________________

- A connection between safe and unsafe water is called a (pg. 9.5)? _____________________________

- What are two options to prevent the contamination of potable (drinkable) water in the operation (pg. 9.6)?
  1. _______________________________________________
  2. _______________________________________________

- Indoor garbage containers (trash cans) should be (pg. 9.7):
  * _____________ proof, _________________ proof, and _________________ proof.

- What are two imminent health hazards in which foodservice operations should be prepared (pg. 9.10)?
  * ________________________________
  * ________________________________

- The three rules to pest management are (pg. 9.11):
  1.______________________________  2.______________________________
  3.______________________________
Chapter 10- Cleaning and Sanitizing

- The concentration of sanitizer is defined as (pg. 10.3)? ________________________________

- What are the most critical factors that can influence the effectiveness of chemical sanitizers (pg. 10.3)?
  1. ___________________________  2. ___________________________
  3. ___________________________  4. ___________________________

- What are the three types of approved chemicals used for sanitization in foodservice (pg. 10.3)?
  1. ___________________________  2. ___________________________
  3. ___________________________

- If items are in constant use throughout the day, items used for foodservice must be cleaned every how many hours (pg. 10.5)? ____________ hours.

- What is the final rinse temperature need to be in order to effectively sanitize in a high-temp dishwasher (pg. 10.7)? __________ degrees.

- Chemicals in a operation need to be stored where (pg. 10.14)? ______________________________.

- To be compliant with OSHA, what does each chemical need to have if an employee needs to access instructions on safe use and handling of the chemical (pg. 10.14)? ______________________________.