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

NOTE: While this study supplement is a helpful tool in becoming familiar with the common terms, definitions, and concepts used in the Raise-The-Grade™ training program, and found in the 7th edition of the ServSafe textbook, it does NOT necessarily cover all subject matter or follow the training program layout used the day of 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. 1.7): ____________________________

• Five common risk factors (Five most common ways food becomes contaminated; pg. 1.5):
  1. ____________________________
  2. ____________________________
  3. ____________________________
  4. ____________________________
  5. ____________________________

• Examples of TCS foods (pg. 1.8):
  1. ____________  2. ____________  3. ____________
  4. ____________  5. ____________  6. ____________
  7. ____________  8. ____________  9. ____________
 10. ____________ 11. ____________ 12. ____________

• Three high risk populations (also called highly susceptible populations; pg. 1.9):
  1. ____________________________
  2. ____________________________
  3. ____________________________

• What is the primary responsibility of the following organizations (pg. 1.11-1.12)?
  * 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.2.4-2.5): F______ A_______ T_______ T_______ O_______ M_______

- What is the most likely way we will control bacteria on our food (pg. 2.5)? ______________________

- What is especially important to help control viruses from contamination food (pg. 2.8)? ________________

- What is the main way we prevent people getting sick from seafood toxins (pg. 2.11)? _______________

- FDA ALERT stands for (pg. 2.16)?
  A___________ L___________ E___________ R___________ T___________

- The most common allergens (The Big 8) are (pg. 2.21-2.22):
  1. ________________ 3. ________________ 5. ________________ 7. ________________
  2. ________________ 4. ________________ 6. ________________ 8. ________________

- When allergens are transferred from one food item to another is referred to as (pg. 2.23)?
  Cross- __________________

- Methods used to prevent cross-contact between foods containing an allergen would include (pg. 2.23)?
  _____________________________________________________________________
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. 3.10)?
  1.____________________________    2.____________________________

- Drinks consumed during food preparation are required to be stored away from food and in what type of container (pg. 3.14)? ________________________________

- All food handlers preparing food are required to have what items as part of their uniform (pg. 3.15)? ________________________________

- When must food handlers report illnesses to the manager or person-in-charge (pg. 3.17)?
  ________________________________

- 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. 3.17)?
  1.__________________________________________
  2.__________________________________________
  3.__________________________________________
  4.__________________________________________
  5.__________________________________________
  6.__________________________________________

- Which symptom(s) would require a food handler to stay home from work when working in a pre-school (pg. 3.18)? 1.____________________________    2.____________________________

- Which symptom(s) would require the food handler to remain symptom free for at least 24 hours (pg. 3.18)? 1.____________________________    2.____________________________
Chapter 4- Flow of Food: An Introduction

- What is the temperature danger zone (pg. 4.2)? ________ degrees to ________ degrees

- What can start to grow if food is allowed to sit in this temperature range (pg. 4.2)?
  ______________________________

- What are the 4 types of thermocouple probes used for checking different foods (pg. 4.8)?
  1. ______________________________
  2. ______________________________
  3. ______________________________
  4. ______________________________

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

- When should thermometers be checked for proper calibration (pg. 4.10)?
  ______________________________

- Within how many degrees do thermometers need to be calibrated (pg. 4.10)?
  ______________________________
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. 5.4-5.5)?

- Most 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. 5.4)?
  1. ___________________  2. ___________________  3. ___________________

- If hot TCS food is delivered to your operation, what is the minimum temperature the food should be received (pg. 5.4)? ______ degrees

- How many days can ready-to-eat food be stored in an operation (pg. 5.11)? __________ days.

- What temperature should cold TCS food be stored in the refrigerator (pg. 5.12)? _________ degrees.

- What temperature should hot TCS food be stored in a warming unit (pg. 5.12)? _________ degrees.

- Put the following food items on the correct shelf (pg. 5.15):

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

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

- What are the four approved methods of thawing food (pg. 6.4)?
  1. _______________________________  2. _______________________________
  3. _______________________________  4. _______________________________

- Match the following foods with their minimum internal cook temperatures (pg. 6.11):

  Fresh oysters: _________
  Eggs to order: _________
  Raw hamburger: _________
  Mixed veggies: _________
  Stuffed peppers: _________
  Buffet eggs: _________
  Pinto beans: _________
  Prime rib roast: _________
  Lobster stuffed ravioli: _________
  Ground seafood: _________
  Microwaved eggs: _________
  Reheated chili: _________
  Pasta noodles: _________
  Rotisserie turkey: _________
  Flavor injected roast: _________
  Salmon filets: _________
  Turkey burger: _________
  Leftover meatloaf: _________

- If a restaurant wants to serve rare hamburgers, what needs to be stated on the menu (pg. 6.13)?

- To cool food safely, what are the time and temperature parameters a food handler must know (pg. 6.16)?

  *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. 6.18)? ________ 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. 7.9)?

- What needs to be installed above a self service salad bar to keep food from being contaminated by customers (pg. 7.10)? _______

- When delivering pizza, the pizza should be maintained at a minimum of what temperature upon receipt by the customer (pg. 7.11)? _______ degrees

- When delivering deli sandwiches to a doctor’s office, the sandwiches should be maintained at a maximum of what temperature upon receipt by the customer (pg. 7.11)? _______ degrees

- If lasagna is delivered to a lawyer’s office, what information should be on the label (pg. 7.11)?

____________________________________________________________________________
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. _________________________________________________________

• Controlling the five most common risk factors is known as (pg. 8.3)?
  __________________________________________________________

• What are the FDA’s public health interventions (pg. 8.5)?
  1. __________________________________________________________
  2. __________________________________________________________
  3. __________________________________________________________
  4. __________________________________________________________
  5. __________________________________________________________
Chapter 9- Safe Facilities and Pest Management

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

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

- How many inches off of the tabletop should a meat slicer be installed (pg. 9.2)? ________ inches

- What five items must a handwashing station have (pg. 9.5)?
  1. ________________________________
  2. ________________________________
  3. ________________________________
  4. ________________________________
  5. ________________________________

- A connection between safe and unsafe water is called a (pg. 9.6)? _____________________________

- What are two options to prevent the contamination of potable (drinkable) water in the operation (pg. 9.7)?
  1. ________________________________
  2. ________________________________

- Indoor garbage containers (trash cans) should be (pg. 9.9):
  * ________________ proof, ________________ proof, and ________________ proof.

- What are two imminent health hazards, or emergencies, in which foodservice operations should be prepared (pg. 9.11)?
  * ________________________________
  * ________________________________

- Three ways to prevent pests include (pg. 9.12):  1. ____________ 2. ____________ 3. ____________
Chapter 10- Cleaning and Sanitizing

- What are the three types of approved chemicals used for sanitization in foodservice (pg. 10.2)?
  1. ___________________________  2. ___________________________
  3. ___________________________

- The concentration of sanitizer is measured in (pg. 10.3)? ____________________________

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

- If items are in constant use throughout the day, items used for foodservice must be cleaned and sanitized every how many hours (pg. 10.6)? __________ hours.

- What is the final rinse temperature need to be in order to effectively sanitize in a high-temp dishwasher (pg. 10.9)? ________ degrees.

- How many inches off the floor should cleaned and sanitized flatware be stored (pg. 10.12)? ____ inches

- Wiping cloths used for wiping down tables need to be stored where in between uses (pg. 10.14)? ________________

- Where do we store mops, mop buckets and other cleaning supplies (pg. 10.15) ________________

- Chemicals in a operation need to be stored where (pg. 10.16)? ____________________________

- If a chemical is transferred out of its original container and into a new container, what needs to be attached to the new container (pg. 10.16)? ________________