



Instructions for Using the Diagnostic Test Prior to Classroom Instruction

Teaching the entire content of the *ServSafe® Manager Book* in an eight- or sixteen-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* 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*
- 80-question diagnostic test and answer key
- Date(s) of the class
- Time the class begins and ends
- Location (with directions)
- What to bring with them (e.g., pencils, a notebook, etc.)
- 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* 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 diagnostic tests and 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 and Answer Keys

Diagnostic Test



Name _____ Date _____

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

① Which food item has been associated with *Salmonella Typhi*?

- A Beverages
- B Produce
- C Shellfish from contaminated water
- D Undercooked

② What symptom requires a food handler to be excluded from the operation?

- A Sore throat
- B Jaundice
- C Coughing
- D Stomach cramps

③ 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

④ What practice is useful for destroying viruses?

- A Cooking food to minimum internal temperature
- B Quick removal and cleanup of vomit
- C Excluding staff with *Shigella* spp.
- D Encouraging staff to get flu shots

⑤ What condition promotes the growth of bacteria?

- A High acidity
- B Low levels of moisture
- C Food held between 70°F and 120°F (21°C and 49°C)
- D Food with a pH of .07

⑥ Parasites are commonly associated with what food?

- A Mushrooms
- B Produce
- C Mold
- D Dairy products

- ⑦ **What practice should be used to prevent the spread of toxins found in fish?**
- A Cooking food to correct internal temperatures
 - B Handwashing
 - C Purchasing food from approved, reputable suppliers
 - D Microwaving fish to be served raw for 15 seconds
- ⑧ **How should chemicals be stored?**
- A Above food
 - B Away from prep areas
 - C In food storage areas
 - D With kitchenware
- ⑨ **What does the L stand for in the FDA's ALERT tool?**
- A Listen
 - B Leave
 - C Limit
 - D Look
- ⑩ **What practice can help prevent allergic reactions?**
- A Cooking different food types in the same oil
 - B Tell customers how the item is prepared
 - C Using parchment paper when baking cookies
 - D Providing home delivery service
- ⑪ **What symptom can indicate a customer is having an allergic reaction?**
- A Wheezing or shortness of breath
 - B Left arm pain
 - C Appetite loss
 - D Coughing blood
- ⑫ **Where should a food handler wash their hands after prepping peanut butter cookie dough?**
- A Restroom
 - B Utility sink
 - C Designated sink for handwashing
 - D Sink closest to prep area
- ⑬ **When should a food handler with a sore throat and fever be excluded from the operation?**
- A When the customers served are primarily a high-risk population
 - B When the food handler's fever is over 100°F
 - C When the food handler has a sore throat that has lasted for more than 5 days
 - D Before the regulatory authority is notified

14 A food handler comes to work with diarrhea. What should the manager tell the food handler to do?

- A Do not work with food
- B Go home
- C Clean the restroom after each use
- D Only bus tables

15 What should a food handler do to make gloves easier to put on?

- A Sprinkle flour in the gloves
- B Blow into gloves
- C Select the correct size gloves
- D Wash hands before putting gloves on

16 When can a food handler diagnosed with jaundice return to work?

- A After 1 week
- B When their skin returns to a natural color
- C Seven days after the last symptom is observed
- D When approved by the regulatory authority

17 Which item is a potential physical contaminant?

- A Hairnet
- B False eyelashes
- C Beard restraint
- D Hand sanitizer

18 What is the purpose of hand antiseptic?

- A Eliminate the need for handwashing
- B Increase the use of sanitizing solutions
- C Lower the number of pathogens on the skin
- D Eliminate the need for use of gloves

19 When are single-use gloves not required?

- A Food handler has a latex sensitivity
- B Prepping ready-to-eat food
- C Washing produce
- D After handwashing

20 What should food handlers do after wiping a prep table?

- A Put on gloves
- B Remove their apron
- C Wash hands
- D Apply hand antiseptic

21 What type of eggs must be used when preparing raw or undercooked dishes for high-risk populations?

- A Pasteurized
- B Pooled
- C Hard-boiled
- D Shelled

22 What causes preschool-age children to be at risk for foodborne illness?

- A Their immune systems are not strong
- B They have not received all of their immunizations
- C They only eat ready-to-eat food
- D They have hidden allergies

23 Which organization includes inspecting food as one of its primary responsibilities?

- A U.S. Public Health Service
- B Centers for Disease Control
- C U.S. Department of Agriculture
- D Occupational Safety and Health Administration

24 What should a server do after clearing a table?

- A Apply hand antiseptic
- B Wash hands
- C Put disposable gloves back on
- D Rinse hands in warm water

25 What strategy can prevent cross-contamination?

- A Buy food that does not require much prepping or handling
- B Rinse produce before serving
- C Prep raw food before ready-to-eat food
- D Avoid time-temperature abuse

26 What temperatures do infrared thermometers measure?

- A Internal food
- B Air
- C Surface
- D Oven

27 When can glass thermometers be used?

- A When candy is being made
- B In liquids
- C When enclosed in shatterproof casing
- D When hanging in a cooler

28 Why should food temperatures be taken 2 times?

- A To ensure the thermometer is calibrated correctly
- B It is required by the manufacturer
- C To ensure the thermometer is accurate to $\pm 2^{\circ}\text{F}$ or $\pm 1^{\circ}\text{C}$
- D Temperature may vary in different areas of the food

29 A food handler is prepping a seafood coconut curry dish on April 4, using shrimp and scallops. The shrimp has a use-by date of April 8, and the scallops have a use-by date of April 10. What is the use-by date for the seafood curry?

- A April 4
- B April 8
- C April 10
- D April 12

30 What information must be included on the label of food packaged on-site for retail sale?

- A Use-by date
- B List of ingredients
- C Storage guidelines
- D Serving size

31 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 Label the item to prevent it from accidentally being placed back in inventory
- C Inform the local media, customers, and staff of the reason for the recall
- D Contact the supplier and arrange for the product to be picked up

32 A food handler has just finished storing a dry food delivery. Which step was done incorrectly?

- A Stored food upright against the wall
- B Stored food 10 inches off the floor
- C Stored food in an area where the moisture is controlled
- D Stored food in containers intended for food

33 Which item should be rejected?

- A Bags of organic cookies in discolored packaging
- B Bottled milk at 41°F (5°C)
- C Cheese curds
- D Live oysters

34 Ready-to-eat TCS food prepped in-house must be marked if it is held for more than how many hours?

- A 12 hours
- B 24 hours
- C 48 hours
- D 72 hours

- 35 A local nursing home has a yearly barbecue for their residents. Which food item should not be served?
- A Deviled eggs
 - B Potato salad
 - C Raw carrots
 - D Rare hamburgers
- 36 When transporting food off-site, how should information such as a use-by date and time be communicated to the off-site staff?
- A Telephone
 - B Text or email message
 - C Labels on food
 - D Verbal instructions
- 37 What is the minimum internal temperature for a veal chop?
- A 135°F (57°C)
 - B 145°F (63°C)
 - C 155°F (68°C)
 - D 165°F (74°C)
- 38 How many hours can cold food be held without refrigeration before it must be sold, served, or thrown out?
- A 2 hours
 - B 4 hours
 - C 6 hours
 - D 8 hours
- 39 Lasagna was removed from hot holding for service at 11:00 am. By what time must it 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.
- 40 What should be done with preset, wrapped utensils that appear to be unused after guests have left the table?
- A Wrap the utensils with a clean napkin
 - B Leave the utensils for the next guest
 - C Clean and sanitize the utensils
 - D Remove the setting from the table
- 41 What rule for serving bread should food handlers practice?
- A Do not re-serve uneaten bread, and change linen in bread baskets after each customer
 - B Reheat uneaten bread before serving to other customers
 - C Recycle unused butter for use in other food items
 - D Clean and sanitize bread baskets between each customer

42 **When must bulk unpackaged food be labeled?**

- A No labeling laws exist
- B Food makes a claim regarding health content
- C Food is processed at another regulated operation owned by the same person
- D Food is prepared on the premises

43 **The temperature of duck breast is checked during cooking. According to the operation's policy, the duck breast must be cooked for 16 minutes to allow the internal temperature to reach 165°F (74°C). What step in the HACCP system is addressed by cooking the duck breast for 16 minutes?**

- A Hazard Analysis
- B Verification
- C Monitoring
- D Critical limit

44 **What must a food handler with a hand wound do to work safely with food?**

- A Cover the wound with an impermeable cover and wear a single-use glove
- B Avoid working with raw food
- C Prove the wound has healed
- D Apply hand sanitizer to the wound

45 **Which of these food processes does not require a variance from a regulatory authority?**

- A Smoking food as a method to preserve it
- B Buying bean sprouts from a reputable supplier
- C Curing food
- D Pasteurizing juice on-site

46 **What is a cross-connection?**

- A Backflow of clean water into dirty water
- B Physical link between safe water and dirty water
- C Water transport vehicle
- D Approved public water main

47 **What information must be posted near a dishwasher?**

- A Manufacturer phone number
- B Correct settings
- C Recommended sanitizing amounts
- D Schedule for cleaning

48 **What scenario can lead to pest infection?**

- A Storing recyclables in paper bags
- B Emptying water from buckets in utility sinks
- C Rotating products using the FIFO method
- D Installing air curtains above doors

- 49 **What is the first step in developing a HACCP plan?**
- A Identify corrective actions
 - B Conduct a hazard analysis
 - C Establish monitoring procedures
 - D Determine critical control points
- 50 **How long must an object being sanitized with a chlorine solution remain in contact with the solution?**
- A 7 seconds
 - B 10 seconds
 - C 15 seconds
 - D 20 seconds
- 51 **What is the first step of cleaning and sanitizing stationary equipment?**
- A Take off removable parts
 - B Unplug the unit
 - C Spray the surface with cleanser
 - D Wash the equipment surface using hot water
- 52 **What temperature should the water be for manual dishwashing?**
- A Must be at least 70°F (21°C)
 - B Must be at least 90°F (32°C)
 - C Must be at least 100°F (37°C)
 - D Must be at least 110°F (43°C)
- 53 **What organization requires a Material Safety Data Sheet (MSDS) to be included with hazardous chemicals?**
- A EPA
 - B OSHA
 - C PETA
 - D NRA
- 54 **What must staff members do when transferring chemicals to a new container?**
- A Label the container
 - B Complete an MSDS request
 - C Log the transfer in the MSDS
 - D Store the chemical in a locked cabinet
- 55 **What temperature must a dishwasher's final sanitizing rinse be?**
- A 150°F (65°C)
 - B 160°F (71°C)
 - C 170°F (76°C)
 - D 180°F (82°C)

56 What must food handlers do when handling ready-to-eat food?

- A Wear single-use gloves
- B Wash and sanitize their hands
- C Wear an apron
- D Use utensils

57 Why are people who take certain medications at risk for foodborne illness?

- A Their immune systems are compromised
- B They have not built up strong immune systems
- C They only eat TCS food
- D They have hidden allergies

58 What should be done with a package of flour that is received with signs of dampness on the bag?

- A Reject the flour and return it to the supplier
- B Accept the flour and place in dry storage
- C Dry the bag thoroughly before use
- D Store the bag in a cooler at 41°F (5°C) or lower

59 Which responsibility is included in the FDA's role?

- A Inspecting meat, poultry, and eggs
- B Issuing licenses and permits
- C Regulating food transported across state lines
- D Approving HACCP plans

60 What is the minimum temperature hot food must be held at to prevent pathogens from growing?

- A 115°F (46°C)
- B 125°F (51°C)
- C 135°F (57°C)
- D 145°F (62°C)

61 What should staff do when receiving a delivery of food?

- A Only inspect the TCS food
- B Store it immediately and inspect it later
- C Visually inspect all food items
- D Stack the delivery neatly and inspect it within 12 hours

62 How should staff make sure 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 Use a test kit to check the sanitizer's concentration when mixing it
- D Heat it to the temperature recommended by the manufacturer

- 63 **A tuna salad is removed from the cooler at 9:00 a.m. and put out for a buffet at 11:00 a.m. 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.
- 64 **When can raw, unpackaged meat be offered for self-service?**
- A At organic food stands
 - B At Mongolian barbeques
 - C When the meat is high quality
 - D When the meat is frozen
- 65 **What rule for serving condiments should be practiced?**
- A Serve condiments in original containers
 - B Serve condiments in antimicrobial containers
 - C Combine leftover condiments with fresh ones
 - D Serve opened, unused condiments
- 66 **When must bulk unpackaged food be labeled?**
- A The food is high in calories
 - B The product is healthy
 - C The food for sale is processed by another manufacturer
 - D The food is prepared on the premises
- 67 **The temperature of clam chowder is checked during holding. According to the operation's policy, the chowder must be thrown out. What step in the HACCP system is being practiced by throwing out the soup?**
- A Hazard analysis
 - B Verification
 - C Monitoring
 - D Corrective action
- 68 **Which process requires a HACCP plan?**
- A Smoking food to enhance flavor
 - B Serving wild game
 - C Serving imported cheese
 - D Pasteurizing juice on-site

- 69 What information must be included on the label of a container of ready-to-eat TCS food prepped on-site for retail sale?
- A Quality of the food
 - B Potential allergens
 - C Reheating instructions
 - D Date that the food should be sold
- 70 What should be done with food that has been handled by a food handler who has been restricted or excluded from the operation due to illness?
- A Heat the food to destroy bacteria
 - B Throw it out
 - C Recondition the food
 - D Make sure food has not been time-temperature abused
- 71 What should a food handler do with food after it is thawed in the microwave?
- A Cook it using conventional cooking equipment
 - B Cover the food to prevent it from drying out
 - C Check the temperature in at least 2 places
 - D Let the food stand for 2 minutes before cooking
- 72 What must an operation do before packaging fresh juice for sale on-site?
- A Obtain a variance
 - B Create warning labels
 - C Confirm they do not serve a high-risk population
 - D Purchase a pasteurizer
- 73 What temperature must stuffed lobster be cooked to?
- 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 15 seconds
- 74 What temperature must a vegetarian rice gratin reach to be safely hot-held for service?
- A 135°F (57°C)
 - B 145°F (63°C)
 - C 155°F (68°C)
 - D 165°F (74°C)

- 75 **Nursing home cafeteria staff are brainstorming menu items for a breakfast for residents and their family members. What item is not safe to serve?**
- A Hollandaise sauce
 - B Soft boiled eggs
 - C Corned beef hash
 - D Mayonnaise
- 76 **When must a food handler change gloves?**
- A After 1 hour of constant use
 - B As soon as they become dirty or torn
 - C At the end of the shift
 - D Every 6 hours
- 77 **A food handler has cooled a container of chili to 70°F (21°C) in 1 hour. How much time is left to cool the chili to 41°F (5°C)?**
- A 2 hours
 - B 3 hours
 - C 4 hours
 - D 5 hours
- 78 **What should a server do when taking a food order from a customer who expresses concern about food allergies?**
- A Describe each menu item to customers who ask, including any “secret” ingredients
 - B Explain the symptoms of an allergic reaction to customers before they order
 - C When customers arrive, tell them the food may cause allergic reactions
 - D Tell customers with food allergies they will not be able to receive service
- 79 **What is the minimum internal cooking temperature for organic 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 15 seconds
- 80 **What thermometer is best suited to checking a dishwashing machine’s final rinse temperature?**
- A Time-temperature indicator
 - B Infrared thermometer
 - C Maximum registering thermometer
 - D Immersion probe

Practice Tests and Answer Keys



Diagnostic Test Answer Key

Name _____ Date _____

For every question you miss, fill in the box in the “Mark if incorrect” column. The information to the right of this box will tell you where to turn in your book for additional information on the questions you missed.

Question	Answer	Mark if incorrect	Heading	Manager Book page number
①	A	☐	Major Bacteria That Cause Foodborne Illness	2.5
②	B	☐	Handing Staff Illnesses	3.13
③	C	☐	Physical Contaminants	2.10
④	B	☐	Viruses	2.6
⑤	C	☐	What Bacteria Need to Grow	2.4
⑥	B	☐	Parasites	2.7
⑦	C	☐	Biological Toxins	2.8
⑧	B	☐	Chemical Contaminants	2.9
⑨	D	☐	Deliberate Contamination of Food	2.13
⑩	B	☐	Preventing Allergic Reactions	2.18
⑪	A	☐	Allergy Symptoms	2.17
⑫	C	☐	Where to Wash Hands	3.5
⑬	A	☐	Handing Staff Illnesses	3.13
⑭	B	☐	Handing Staff Illnesses	3.13
⑮	B	☐	How to Use Gloves	3.9
⑯	D	☐	Handling Staff Illnesses	3.13
⑰	B	☐	Work Attire Guidelines	3.11
⑱	C	☐	Hand Antiseptics	3.6
⑲	C	☐	Single-Use Gloves	3.8
⑳	C	☐	When to Wash Hands	3.6
㉑	A	☐	Eggs and Egg Mixtures	6.5
㉒	A	☐	Populations at Risk for Foodborne Illness	1.7
㉓	C	☐	Government Agencies Responsible for the Prevention of Foodborne Illness	1.8
㉔	B	☐	When to Wash Hands	3.6
㉕	A	☐	Cross-Contamination	4.3

Question	Answer	Mark if incorrect	Heading	Manager Book page number
26	C	☐	Infrared (Laser) Thermometers	4.8
27	C	☐	General Thermometer Guidelines	4.9
28	D	☐	General Thermometer Guidelines	4.9
29	B	☐	Date Marking	5.9
30	B	☐	Labeling	5.8
31	B	☐	Recalls	5.4
32	A	☐	Preventing Cross-Contamination	5.10
33	A	☐	Packaging	5.6
34	B	☐	Date Marking	5.9
35	D	☐	Operations that Mainly Serve High-Risk Populations	6.12
36	C	☐	Off-Site Service	7.9
37	B	☐	Cooking Requirements for Specific Types of Food	6.2
38	C	☐	Holding food without Temperature Control	7.3
39	C	☐	Holding food without Temperature Control	7.4
40	D	☐	Preset Tableware	7.7
41	A	☐	Re-serving Food	7.7
42	B	☐	Labeling Bulk Food	7.9
43	D	☐	Principle 3: Establish Critical Limits	8.6
44	A	☐	Infected Cuts or Wounds	3.7
45	B	☐	Special Processing Methods and HACCP	8.10
46	B	☐	Water and Plumbing	9.5
47	B	☐	Dishwashing Machines	9.3
48	A	☐	Pest Prevention	9.11
49	B	☐	Principle 1: Conduct a Hazard Analysis	8.5
50	A	☐	Sanitizer Effectiveness	10.3
51	B	☐	Cleaning and Sanitizing Stationary Equipment	10.5
52	D	☐	Manual Dishwashing	10.8
53	B	☐	Using Foodservice Chemicals	10.14
54	A	☐	Using Foodservice Chemicals	10.14
55	D	☐	Machine Dishwashing	10.7

Question	Answer	Mark if incorrect	Heading	Manager Book page number
56	A	☐	Single-Use Gloves	3.8
57	A	☐	<i>Populations at Risk for Foodborne Illness</i>	1.7
58	A	☐	Packaging	5.5
59	C	☐	The Role of the FDA	1.8
60	C	☐	Holding Food without Temperature Control	7.3
61	C	☐	Receiving and Inspecting	5.3
62	C	☐	Sanitizer Effectiveness	10.3
63	C	☐	Cold Food	7.3
64	B	☐	Self Service Areas	7.8
65	A	☐	Re-serving Food	7.7
66	C	☐	Labeling Bulk Food	7.9
67	D	☐	Principle Five: Identify Corrective Actions	8.7
68	D	☐	Special Processes	8.10
69	B	☐	Labeling	5.8
70	B	☐	General Preparation Practices	6.3
71	A	☐	Thawing	6.3
72	A	☐	Preparation Practices That Have Special Requirements	6.6
73	D	☐	Cooking Requirements for Specific Types of Food	6.10
74	A	☐	Cooking Requirements for Specific Types of Food	6.10
75	B	☐	Operations That Mainly Serve High-Risk Populations	6.12
76	B	☐	When to Change Gloves	3.9
77	D	☐	Temperature Requirements for Cooling Food	6.15
78	A	☐	Preventing Allergic Reactions	2.18
79	D	☐	Cooking Requirements for Specific Types of Food	6.10
80	C	☐	Other Temperature-Recording Devices	4.8

Continued on the next page ►

Mark the question numbers you missed.

If you missed	Then review
(23) (57) (59)	Chapter 1 Providing Safe Food
(1) (3) (4) (5) (6) (7) (8) (9) (10) (11) (78)	Chapter 2 Forms of Contamination
(2) (12) (13) (14) (15) (16) (17) (18) (19) (20) (24)	Chapter 3 The Safe Food Handler
(25) (26) (27) (28) (80)	Chapter 4 The Flow of Food: An Introduction
(29) (30) (31) (32) (33) (34) (61)	Chapter 5 The Flow of Food: Purchasing, Receiving, and Storage
(21) (37) (69) (70) (71) (72) (73) (74) (75) (77) (79)	Chapter 6 The Flow of Food: Preparation
(36) (38) (39) (40) (41) (42)	Chapter 7 The Flow of Food: Service
(43) (67) (68)	Chapter 8 Food Safety Management Systems
(46) (48) (56)	Chapter 9 Sanitary Facilities and Pest Management
(50) (51) (52) (53) (54) (55) (62)	Chapter 10 Cleaning and Sanitizing