# Service Industry
# HACCP-FSM
## ServSafe Food Safety Manager (FSM)

# Latest Version: 6.0

## Question: 1

All of the following are things you can do to prevent food contamination except:

A. wear clean clothing
B. if your clothing becomes contaminated, change into a new set of work clothes
C. change your apron every week
D. do not dry or wipe your hands on your apron

**Answer: C**

Explanation:
To effectively prevent food contamination in a food service environment, certain practices related to clothing and apron usage are critical. Let's explore each of the provided options and identify why one of them does not contribute to the prevention of food contamination:
**Wear clean clothing**: This is fundamental in maintaining hygiene standards. Clean clothing reduces the risk of introducing contaminants from outside environments into the food preparation area. If you arrive at work wearing dirty clothes, you might carry bacteria or other contaminants that could easily transfer to the food items, surfaces, or utensils you handle.
**Change your apron every week**: This option is the incorrect practice among the listed choices for preventing food contamination. Effective hygiene practices require that aprons should be changed more frequently, especially when they become soiled. In food service, aprons can quickly accumulate food particles, bacteria, and other contaminants during the handling of raw and cooked foods. To maintain a safe food handling environment, aprons should ideally be changed daily or more often if visibly dirty, and certainly after handling raw food before handling cooked or ready-to-eat foods.
**Do not dry or wipe your hands on your apron**: Aprons can collect particles and bacteria which can then be transferred to your hands if you use the apron to wipe them. Instead, it is essential to wash hands regularly and use disposable towels or a clean hand-dryer. This practice helps in minimizing the risk of cross-contamination between different food types and surfaces.
In summary, while wearing clean clothing and not using your apron to dry hands are both appropriate practices to prevent food contamination, changing your apron only every week does not align with best practices in maintaining food safety. More frequent changes are necessary to ensure hygiene and prevent potential foodborne illnesses.

## Question: 2

Knowing the sources of contamination for food consumed is important. They include:

A. insects and rodents
B. uncooked poultry and meat
C. dirty hands and bacteria
D. all of the above

**Answer: D**

Explanation:
Knowing the sources of contamination for food that is consumed is essential for maintaining food safety. The key sources of contamination can include:
Insects and rodents: These pests can carry diseases and contaminate food by their presence or droppings. Effective pest control measures are critical in preventing contamination from these sources.
Uncooked poultry and meat: These often harbor harmful bacteria such as Salmonella and E. coli. Proper cooking and handling are crucial to prevent foodborne illnesses.
Dirty hands and bacteria: Poor hygiene can lead to contamination. Washing hands thoroughly before handling food and maintaining clean kitchen environments are vital practices.
The correct option in the context of understanding all potential sources of food contamination would be "all of the above." Recognizing that food can be contaminated by multiple sources simultaneously is important. By considering all possible sources — insects and rodents, uncooked poultry and meat, and dirty hands and bacteria — comprehensive strategies can be developed and implemented to ensure the safety and health of consumers.
Implementing effective food safety and sanitation practices within an establishment not only protects customers but also enhances the overall quality of the food service operation. This includes training staff on proper food handling techniques, regular cleaning and sanitizing of surfaces, and ensuring that food is stored and cooked at correct temperatures. Through such practices, the risk of foodborne illnesses can be significantly reduced, ensuring that food served is safe for consumption.

## Question: 3

All of the following statements about the under-reporting of foodborne illness are correct except:

A. Not much effort is required to confirm the illness
B. Most cases of foodborne illness are mild
C. The victims often recover in one or several days without seeking medical care
D. none of the above

**Answer: A**

Explanation:
To address the question about the under-reporting of foodborne illness, it's important to evaluate each statement for accuracy regarding common perceptions and realities of foodborne illness reporting.
The first statement, "Not much effort is required to confirm the illness," is incorrect. Contrary to this assertion, confirming a foodborne illness can be quite complex. It involves identifying the specific pathogen responsible, which requires laboratory tests such as stool samples, and accurately linking these to the food consumed. Health professionals and public health offices need to collaborate to confirm cases, often necessitating detailed food history interviews and sometimes tracebacks of suspected food items. This process is labor-intensive and requires significant resources.
The second statement, "Most cases of foodborne illness are mild," is generally true. Many individuals who experience foodborne illness suffer from relatively mild symptoms, such as minor gastrointestinal discomfort, nausea, vomiting, or diarrhea, which resolve without medical intervention. This mild nature

contributes to under-reporting as many people do not seek medical help and hence do not get diagnosed or reported in official statistics.
The third statement, "The victims often recover in one or several days without seeking medical care," is also accurate. Due to the self-limiting nature of many foodborne illnesses, people tend to recover on their own without the need for clinical treatment. This further contributes to the under-reporting of such illnesses because if medical care is not sought, there is no record or report of the illness, making accurate surveillance and statistics challenging.
The last option, "None of the above," suggests that all previous statements are correct, which is not true given the incorrectness of the first statement about the effort required to confirm an illness.
In conclusion, the correct answer to the question is the first statement. It incorrectly minimizes the complexity and effort required to confirm a case of foodborne illness, overlooking the detailed investigative processes necessary for accurate diagnosis and reporting.

## Question: 4

Viruses are usually transferred:

A. from one food to another
B. from a food employee to a food
C. from a contaminated water supply to a food
D. all of the above

## Answer: D

Explanation:
Viruses in the context of food safety are microscopic agents that can cause disease and are capable of transferring from one host to another. Understanding the common pathways through which viruses are transferred in food environments is crucial for preventing foodborne illnesses. Here, we expand on the various methods through which viruses are typically transferred:
**From one food to another**: Cross-contamination is a primary route for virus transfer between foods. This can occur when viruses present on one food item are inadvertently transferred to another food item, typically through shared utensils, cutting boards, or direct contact in storage. For example, using the same knife to cut raw chicken and then using it to slice a tomato without proper sanitation can lead to the transfer of viruses from the chicken to the tomato.
**From a food employee to a food**: Food handlers play a significant role in the transmission of viruses, particularly if they do not follow proper hygiene practices. Viruses such as norovirus and hepatitis A can be transferred from the hands of a food employee to the food they are preparing if the employee does not wash their hands effectively after using the restroom or is working while ill.
**From a contaminated water supply to a food**: Water used in the food preparation process can also be a source of virus contamination. If the water supply is contaminated with viruses, any food items washed or prepared with this water can become vehicles for virus transmission. This is particularly concerning in areas where water treatment and sanitation infrastructure are inadequate.
**The importance of understanding PHF (TCS) in relation to viruses**: PHF stands for Potentially Hazardous Food, which is now more commonly referred to as Time/Temperature Control for Safety (TCS) food. These types of foods are susceptible to bacterial growth because they are moist, contain protein, and have a neutral or slightly acidic pH. However, unlike bacteria, viruses do not need a living host like PHF (TCS) to survive. They do not grow or multiply in food, but they can still be present and

remain infectious in food if it becomes contaminated. This highlights the need for strict hygiene and food safety practices regardless of the type of food being handled.
**Conclusion**: The transfer of viruses in food service environments can occur through various pathways, all of which are significant. Ensuring that all potential transmission routes are addressed, including cross-contamination between foods, transmission from food employees, and contamination from water supplies, is essential for maintaining food safety. Proper hygiene practices, thorough cooking, adequate food storage, and the use of safe water are critical measures to prevent the spread of viruses through foods.

## Question: 5

Establishing mechanical warewashing control measures includes a process to clean and sanitize equipment that includes all of the following except:

A. pre-scraping or pre-flushing soiled equipment
B. do not rack equipment and utensils
C. wash equipment and utensils in a detergent solution
D. rinse equipment and utensils in clean water at a temperature consistent with the type of dishwashing machine being used

**Answer: B**

Explanation:
In the context of establishing mechanical warewashing control measures, the process typically involves several critical steps to ensure that all equipment and utensils are properly cleaned and sanitized. This process is crucial in maintaining hygiene standards in food service and preparation areas. Here's a detailed expansion of each step involved in this process, highlighting the correct practices and identifying the incorrect option provided in the question.
The first step in the warewashing process often involves pre-scraping or pre-flushing of soiled equipment and utensils. This is essential to remove any large food particles or heavy soiling before the items are washed. The removal of these particles ensures that the washing and sanitizing solutions can effectively contact all surfaces of the equipment and utensils.
Next, items should be properly racked. This step is critical as it ensures that the wash and rinse waters can spray evenly across all surfaces, allowing for effective cleaning and sanitizing. Proper racking also ensures that the equipment and utensils can freely drain, preventing any residues from being left on the surfaces after the washing process. This step contradicts the option "do not rack equipment and utensils," which is incorrectly listed in the multiple choices provided. Not racking equipment properly would lead to uneven cleaning and potential sanitation issues.
Following racking, the equipment and utensils should be washed in a detergent solution. This step involves using a chemical agent that helps in breaking down grease and other residues. The temperature and type of detergent may vary depending on the specific requirements of the dishwashing machine and the materials being cleaned.
After washing, it is necessary to rinse the equipment and utensils in clean water. This rinse should be at a temperature consistent with the type of dishwashing machine being used. The rinse step removes any detergent residues and helps in further sanitizing the items. Proper rinsing is crucial as it ensures that no chemical residues are left on the utensils and equipment, which could potentially contaminate food and harm consumers.

In summary, the correct steps for establishing mechanical warewashing control measures include pre-scraping or pre-flushing soiled equipment, properly racking equipment and utensils, washing in a detergent solution, and rinsing in clean water at an appropriate temperature. The only incorrect option listed in the question is "do not rack equipment and utensils," as failing to rack equipment correctly would hinder the effectiveness of the washing and rinsing processes, leading to inadequate cleaning and potential health hazards.

## Question: 6

When a food recall is put in place, your job is to do all of the following except:

A. remove the contaminated product from the shelves
B. communicate to your customers who may have already purchased the recalled product
C. allow the customer to still purchase product
D. contact the food supplier if applicable

## Answer: C

Explanation:
When a food recall is put in place, there are several essential steps that must be taken to ensure public safety and compliance with health regulations. The primary responsibilities include:
**Removing the Contaminated Product from the Shelves:** This is the immediate action required to prevent further sale and consumption of the recalled product. Removing the product from the shelves effectively stops any new consumers from being exposed to potential harm. This step is critical to control the situation and prevent any health hazards that could arise from consuming the recalled product.
**Communicating to Customers Who May Have Already Purchased the Product:** It is crucial to inform customers about the recall so that they can take appropriate action, such as returning the product or disposing of it safely. This communication can be achieved through various channels such as in-store notices, social media, emails, and press releases. The aim is to reach as many affected consumers as possible to minimize health risks.
**Contacting the Food Supplier:** If applicable, it is important to contact the supplier or manufacturer of the recalled product. This step involves notifying them about the issues found with their product and following up on any further actions they are taking. It also helps in tracing the source of the contamination or problem, which is essential for preventing future occurrences.
**Recording All Information Required:** Keeping a detailed record of all actions taken during the recall process is vital. This includes information about the batch numbers, the amount of product recalled, the dates when the product was removed, and records of customer notifications. This documentation is crucial for regulatory compliance and for review in improving future safety protocols.
However, one action that you should absolutely not take is allowing customers to still purchase the product. Allowing sales to continue after a recall has been announced not only contravenes legal and ethical standards but also poses a significant health risk to consumers. The whole purpose of a recall is to protect the consumer by preventing the purchase and consumption of products that are potentially harmful. Continuing to sell the product defeats this purpose and can lead to serious legal repercussions as well as endanger public health.
In summary, during a food recall, you must remove the contaminated product from sale, inform customers who may have purchased it, communicate with the supplier, and keep detailed records.

Allowing the continued sale of the recalled product is not only against regulatory practices but also harmful to public health and safety.

## Question: 7

All of the following statements are true about meal replacement foods except:

A. they do not need a 'sell by' date or 'best if used by' dates and codes
B. they should be labeled so customers understand how to keep the product safe when they take it home
C. Warn them against keeping food in the car or keeping it at room temperature when they get home
D. pamphlets and brochures can be stapled to the front of the bag to educate customers about food safety

**Answer: A**

Explanation:
The question presented asks to identify the false statement among the given options concerning meal replacement foods. The options repetitively suggest that meal replacement foods do not require a 'sell by' date or 'best if used by' dates and codes, along with elaborations on labeling and customer education.
The correct answer to the question is that the statement "they do not need a 'sell by' date or 'best if used by' dates and codes" is false. According to food safety guidelines and regulations, it is crucial for meal replacement foods, like any other consumable products, to have 'sell by' and 'best if used by' dates. These dates serve multiple important purposes:
1. **Food Safety**: These dates help consumers understand the window during which the product can be expected to retain its optimum quality and safety. Consuming a product past this date might not only lead to a decrease in nutritional value but also increase the risk of foodborne illnesses if the product has spoiled.
2. **Quality Control**: 'Sell by' and 'best if used by' dates are also a part of quality control measures from manufacturers. They indicate until when a product is likely to maintain its best flavor, texture, and overall quality.
3. **Consumer Awareness**: By having clear labeling on the packaging, consumers can make informed decisions about storing the product and the urgency with which they should consume it. This is particularly important for meal replacement foods, which might be used by individuals managing specific dietary needs.
The additional statements in the options reinforce the importance of proper labeling and consumer education. Warning against improper storage conditions like leaving food in a car or at room temperature addresses the risks of rapid food degradation and potential health hazards. Attaching pamphlets and brochures to the packaging serves an educational purpose, providing consumers with crucial information on how to safely handle and store these products.
In summary, the false statement among the options is that meal replacement foods do not need 'sell by' or 'best if used by' dates. In contrast, establishing these dates is a good practice and often a regulatory requirement to ensure safety, quality, and informed consumer practices.

## Question: 8

Verifying that PHF (TCS) foods are being thawed correctly, which of the following is incorrect?

A. Foods cannot be thawed in the refrigerator
B. PHF (TCS) foods can be thawed under cool, running water
C. Foods can be thawed by completely submerge under running water at a water temperature of 70 degrees F or below
D. Use enough water force to remove contaminants from the surface of the food

**Answer: A**

Explanation:
The question pertains to the proper methods for thawing Potentially Hazardous Foods (PHFs) or Time/Temperature Control for Safety (TCS) foods. The incorrect statement among the options provided needs to be identified. Let's break down each method mentioned for clarity:
**Refrigeration:** One of the safest methods to thaw PHF (TCS) foods is using refrigeration that maintains the food at a safe temperature, specifically at or below 41 degrees Fahrenheit. This method ensures that the food is kept at a safe temperature throughout the thawing process, reducing the risk of bacterial growth.
**Cool, Running Water:** Thawing under cool, running water is another acceptable method. The water should be at 70 degrees Fahrenheit or below, and the running water should be sufficient enough to agitate and remove contaminants from the surface of the food. This method is particularly useful for smaller items that will thaw quickly, limiting the time that the food is in the temperature danger zone (between 41 degrees F and 135 degrees F).
**Submersion Under Running Water:** Similar to the cool, running water method, foods can be completely submerged under running water at 70 degrees F or below. The key here is that the water must be running, not static, to ensure that it continually washes away contaminants and maintains the safe temperature.
**Incorrect Statement:** The statement "Foods cannot be thawed in the refrigerator" is incorrect. In fact, thawing in the refrigerator is one of the recommended practices by food safety guidelines. This method is effective in keeping the food at a constant, safe temperature (41 degrees F or below). Each of the other statements accurately reflects safe thawing practices as per food safety regulations. Thawing foods in the refrigerator, under cool running water, or submerged in running water at a controlled temperature are all approved methods that minimize the risk of foodborne illnesses. The repeated incorrect assertion that foods cannot be thawed in the refrigerator is a common misconception and should be corrected in practice and training environments.

## Question: 9

Waste containers must be provided in all areas in a food establishment where refuse is produced or discarded. Containers used to collect garbage and refuse must be:

A. durable
B. cleanable
C. insect and rodent-proof
D. all of the above

**Answer: D**

Explanation:
In food establishments, managing waste effectively is crucial to maintaining hygiene and preventing contamination. Consequently, waste containers are essential in all areas where refuse is generated or discarded. To ensure the proper handling and disposal of waste, these containers must meet several key criteria:
**Durable:** Waste containers must be robust and resilient. Their durability ensures that they can withstand repeated use, handling, and exposure to various waste materials without degrading or breaking. This is important because damaged containers can leak or attract pests, both of which pose health risks in a food handling environment.
**Cleanable:** It is vital that containers used for garbage and refuse are easy to clean. This characteristic allows for regular sanitation to prevent the buildup of waste residues and odors. Cleanable containers help maintain a hygienic environment by making it easier to remove any waste that might attract pests or contribute to contamination.
**Insect and Rodent-proof:** Containers must be designed to prevent access by pests such as insects and rodents. These pests can spread diseases, contaminate food supplies, and cause significant damage and health hazards. By using containers that are sealed and impervious to pests, establishments can greatly reduce the risk of pest-related issues.
In addition to these features, waste containers should also be leak-proof and nonabsorbent. This prevents any liquid waste from seeping out and creating a mess or becoming a breeding ground for bacteria. Furthermore, containers should be equipped with tight-fitting lids to cover them when not in active use. This practice helps contain odors and further ensures that pests and contaminants are kept at bay.
The combination of all these characteristics—durability, cleanability, being pest-proof, leak-proof, nonabsorbent, and having a tight-fitting lid—ensures that waste management in food establishments is efficient and hygienic. These features collectively help to prevent health risks related to poor waste management and are essential in maintaining the overall cleanliness and safety of the food service environment. Therefore, the correct answer to the question about what characteristics waste containers must have is "all of the above," as each trait is critical for effective waste management in food operations.

## Question: 10

In addition to the HACCP system, there are many other programs and practices that need to be done to protect the safety of foods. These practices complement the HACCP systems and assure that the HACCP plan will work effectively. These include all of the following except:

A. Standard Operating Procedures (SOPs) that assure uniform food safety compliance
B. use of unapproved products
C. facility design that meets code requirements
D. employee educated and supervised in good personal hygiene practices

**Answer: B**

Explanation:

The question asks for practices that are essential for complementing the Hazard Analysis Critical Control Point (HACCP) system, except for one that does not align with the objectives of HACCP. The HACCP system is a systematic preventive approach to food safety that addresses physical, chemical, and biological hazards as a means of prevention rather than finished product inspection. It is designed to ensure that food safety measures are effectively managed.

Standard Operating Procedures (SOPs) are essential for ensuring uniform food safety compliance. SOPs provide detailed, written instructions designed to achieve uniformity of the performance of a specific function. In the context of HACCP, SOPs help ensure that control measures and critical limits at each CCP (Critical Control Point) are adhered to consistently, thereby maintaining the effectiveness of the HACCP plan.

Facility design that meets code requirements is also crucial in complementing the HACCP system. Proper facility design ensures that the physical environment where food is processed does not pose risks of contamination. This includes appropriate layout for processing lines, adequate spacing for equipment, and suitable surfaces that are easy to clean and sanitize. This design aspect helps in preventing physical, chemical, and biological hazards from compromising food safety.

Employee education and supervision in good personal hygiene practices are equally important. Employees are on the front lines of handling food products, and their understanding of personal hygiene and proper handling practices directly impacts food safety. Effective training and supervision ensure that employees are knowledgeable about potential hazards and the critical role they play in preventing them, thereby supporting the overall efficacy of the HACCP plan.

On the contrary, the use of unapproved products does not complement an HACCP system. In fact, it poses a risk to food safety. Unapproved products may include those that have not been tested for safety or efficacy in food processing or handling environments. Using such products can introduce hazards that are not accounted for in the HACCP plan, thereby undermining the entire safety assurance process.

Therefore, the correct answer to the question is "use of unapproved products," as this practice does not support the HACCP system and, instead, could compromise food safety.

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