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Essentials ServSafe

National Restaurant Association: ServSafe®

Questions&AnswersPDF

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Question: 1

What should a manager's first step be upon receiving a report of sexual harassment?

- A. Speak to the alleged harasser
- B. Speak to the employee who made the complaint
- C. Identify witnesses and collect evidence
- D. Contact human resources and/or legal department to conduct an investigation

Answer: D

Explanation:

Your first step must be to contact human resources and/or legal department to conduct an investigation. Employers are obligated under federal law to conduct a prompt and effective investigation upon learning of harassment or discrimination in the workplace.

Speaking to the employee who made the complaint, speaking with the alleged harasser, and identifying witnesses and collecting evidence are all steps in the investigation process, but they are not the first step.

Question: 2

A customer who has all the signs of intoxication orders another drink. What is the right thing to do?

- A. Serve a drink with half the amount of alcohol
- B. Do not serve the guest alcohol
- C. Do not serve the guest anything
- D. Serve bar snacks with the drink

Answer: B

Explanation:

Customers who are already intoxicated and continue drinking can cause harm that may result in death. When a customer is visibly intoxicated, some states have laws against selling them alcohol, which hold the business and server liable. The following statements are incorrect because they do not decrease or stop the intoxication of the customer:

- Serve a drink with half the amount of alcohol
- Serve bar snacks with the drink

Not serving an intoxicated guest may create a hostile environment.

Question: 3

Arrange the following in the correct order in estimating a customer's blood alcohol content:

1. Estimate the person's weight.
2. Determine the person's BAC using the BAC chart.
3. Count the number of drinks the customer was served.

- A. 4. 3, 1, 2
- B. 5. 1, 2, 3
- C. 6. 3, 2, 1
- D. 7. 2, 1, 3

Answer: A

Explanation:

Follow these steps to estimate a customer's blood alcohol content (BAC):

1. Count the number of drinks the customer was served,
2. Estimate the person's weight,
3. Determine the person's BAC using the BAC chart,

Question: 4

Mia is delivering boxes of beer to a house. A teenager opened the door and said that his parents were just in the kitchen, and asked to leave the boxes by the door. What should Mia do?

- A. Leave the beer by the door and place a note - for 21 and above only.
- B. Do not leave the beer with the teenager.
- C. Leave the beer with the teenager and verify operations later.
- D. Ask the teenager to present one of his parents' IDs.

Answer: B

Explanation:

A delivery person can be held liable in this scenario. The next step is to verify the presence of adults in the residence, and only complete the delivery once an adult with a verified valid ID is there to receive it. If this is not possible, cancel the order and return the alcohol to the operations.

The following options are incorrect because they do not ensure that adults are present and will be the ones consuming the alcohol:

- Ask the teenager to present one of his parents' IDs.
- Leave the beer with the teenager and verify operations later.
- Leave the beer by the door and place a note - for 21 and above only.

Question: 5

Which menu item must not be ordered by a guest with a peanut allergy?

- A. Chicken nuggets
- B. Pepperoni pizza
- C. Granola bars
- D. Spaghetti

Answer: C

Explanation:

Most granola bars contain peanuts and this will cause an allergic reaction to a guest with a peanut allergy.

Pepperoni pizza, spaghetti, and chicken nuggets are safer choices as they do not contain peanuts.

Question: 6

In order to limit the service disruption that is caused by water supply issues in the facility, what must a manager have in place?

- A. A pre-approved written emergency operating plan
- B. The emergency contact details of local regulatory authorities
- C. Designated storage for contaminated food for disposal
- D. Extra garbage bins and cleaning materials

Answer: A

Explanation:

Service may be allowed after water supply issues, if the operation:

- Has a pre-approved written emergency operating plan
- Takes corrective action immediately
- Notifies the regulatory authority when the plan is made

The other options are incorrect because they are all the details included in the emergency operating plan. Individually they represent incomplete details to limit the service disruption that is caused by water supply issues in the facility.

- The emergency contact details of local regulatory authorities
- Designated storage for contaminated food for disposal
- Extra garbage bins and cleaning materials

Question: 7

The new kitchen staff was in a hurry, and stored a pan of raw meat on top of washed lettuce. What is this an example of?

- A. Poor cleaning and sanitizing
- B. Poor personal hygiene
- C. Time-temperature abuse
- D. Cross-contamination

Answer: D

Explanation:

Raw meat has pathogens that can be transferred to the washed lettuce due to improper storage. The pan of raw meat must be stored below the washed lettuce to avoid cross-contamination. An example of poor personal hygiene would be a food handler failing to wash their hands before preparing sandwiches. An example of poor cleaning and sanitizing would be slicing raw chicken, then wiping the knife and the cutting board with a clean paper towel before cutting raw produce. An example of time-temperature abuse would be serving a pan of mashed potatoes that has been in a defective food warmer for 5.5 hours.

Question: 8

What are ways that can be used to clearly identify allergen special orders?

- A. The cook should shout when the allergen special order is ready
- B. Color coded plates or plate covers, and flagged toothpicks
- C. Place a special garnish on the dish for guests with food allergies.

Answer: B

Explanation:

Using color coded plates or plate covers, and flagged toothpicks clearly identifies orders, and must be clearly written in the food allergy policy. Shouting the order, and placing special garnish is vague and can get lost in translation when the operation is busy.

Question: 9

What items shared with the customer must be cleaned and sanitized after each use?

- A. Pen
- B. Straws
- C. Utensils
- D. Food packaging

Answer: A

Explanation:

Pens and mobile devices may be shared with the customers for payment purposes.

Food packaging, utensils, and straws are disposable and do not need to be cleaned and sanitized after each use, but must be disposed of.

Question: 10

What menu notice is required to be written in the menu, for restaurants in Rhode Island?

- A. Information about the customer's obligation to inform the server about any food allergies
- B. The management will not be liable for any allergic reactions to food.

- C. The restaurant will try their best to prevent food allergic reactions onsite.
- D. "Before placing your order, please inform your server if a person in your party has a food allergy"

Answer: A

Explanation:

Rhode Island:

- Who needs to be trained: Certified Food Protection Managers and one additional designated employee
- Renewal: Every five (5) years
- Additional requirements:
 - o Required poster to be displayed
 - o Required menu notice: Must include information about the customer's obligation to inform the server about any food allergies



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