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National Registry of Food Safety Professionals® ICFSM Examinee Handbook

International Certified Food Safety Manager Examination

Developed and administered by
Environmental Health Testing, dba
National Registry of Food Safety Professionals

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Introduction and Background

Why Is It Important to Take This Exam?

You play a major role in keeping food safe. As part of your job, you need to know how to protect the public from foodborne illness. Taking this exam will help you measure how well you understand food safety and show you how to apply this knowledge in the workplace.

National Registry has developed the Food Safety Manager Certification Program to assess the knowledge and skills of entry-level food managers. Potential examinees who successfully pass the examination and meet all other criteria for certification will receive certification. Examinees must submit a signed Examinee Consent Form and agree to the Code of Conduct to be eligible to sit for the certification examination. Certification is valid for a period of up to five years.

Conflict of Interest / Impartiality

National Registry develops and offers accredited certification programs for individuals working in food safety. National Registry carries out its certification activities in an impartial manner and exercises utmost care in managing conflict of interest and ensuring objectivity in certification process and decision making. National Registry maintains independence in certification activities without influence of any governance, commercial, financial or other interests.

What Can the Registry Do for Me?

National Registry will:

- Provide a Diagnostic Score Report for those who fail the exam to show them how well they did on each section of the exam and help them prepare to re-take the exam
- Provide a frameable certificate and wallet card for those who pass
- Register your certification status and keep it on file
- Release your certification status to your local jurisdiction, state, Department of Veterans' Affairs and/or trainer with your written approval

Tell Me about the Exam

1. What is the basis for the exam?

The exam is based on an analysis of tasks you perform in your job. The U.S. Food and Drug Administration (FDA) Food Code is used as a reference for critical food safety content to be tested.

2. What subjects does the exam cover?

There are eight broad categories of knowledge that are the focus of the exam. See Appendix A for more details.

3. What type of exam will I be taking?

This is an 80-question, multiple-choice exam. This exam also includes several unmarked "pilot questions" which will not affect your score. Each question has only one correct answer. See the sample questions under "What Types of Questions are on the Exam?" on pages 15 and 16.

4. How long do I have to take the exam?

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You have up to two hours to complete the exam.

5. What is the passing score?

A scaled score of 75 or higher is required to pass.

6. How long is my certification valid?

Certification is valid for up to five years; some jurisdictions and/or employers may accept it for a shorter length of time. We recommend contacting your local health department and/or employer to verify your local requirements.

Adherence to Standards

National Registry is committed to adhering to the principles of fairness and due process throughout its certification program and endorses the principles of equal opportunity. National Registry does not discriminate among applicants to the Food Safety Manager Certification Program based on race, religion, sex, national or ethnic origin, marital status, veteran status, age, or disability. National Registry adheres to standards established by the US Equal Employment Opportunity Commission, the Civil Rights Act of 1964, and the Americans with Disabilities Act.

Name and Address Changes

To ensure that regular communications, announcements, and notices sent to you will be received, it is important that you update National Registry regarding any changes to your mailing and email addresses or other contact information. Contact us at:

National Registry of Food Safety Professionals
6751 Forum Drive; Suite 220
Orlando, FL 32821

E-mail: customer.service@nrfsp.com

Phone: (407) 352-3830 or (800) 446-0257
between 8:00 a.m. and 6:00 p.m. Eastern Time, Monday through Friday

Fax: (407) 352-3603

Or visit our web site at www.NRFSP.com

Eligibility & Application

How Do I Prepare for the Exam?

Anyone may take the International Certified Food Safety Manager Examination regardless of education, background, or experience; however, work experience, studying, or taking a course in food safety and sanitation is recommended before taking the examination.

PLEASE NOTE: Laws and regulations vary, please check with your local health agency to see if you are required to take a course or other training prior to taking the examination. Some states require that you take an approved course before taking the exam. Other jurisdictions accept home study. If your jurisdiction does not require training, you may simply take the exam.

Where Can I Take the Exam?

The examination is offered nationwide. The examination administration option Proctored only through computer-based testing at a Pearson VUE testing centers.

Should you wish to take a computer-based examination, the Pearson VUE network offers hundreds of sites across the United States and Canada. To schedule a reservation at a Pearson VUE site, go online to www.pearsonvue.com/nrfsp or call Pearson VUE Customer Service at 1-888-687-1571 to schedule your exam. A credit card will be needed for registration. If you have purchased an exam voucher, please bring it with you on the day of the examination.

Application

Your completed Pearson VUE Student Profile is considered to be your application.

Examinee Consent Form & Code of Conduct Policy

Before the exam begins, you must read and sign the Examinee Consent, Code of Conduct Policy, and authorization for National Registry to release your results to the appropriate parties including VA seeking reimbursement.

I agree to follow the following National Registry's exam administration rules:

1. I understand the Test Administrator/Proctors may stop me from entering the testing area if I do not have proper photo ID or if administration has begun.
2. I understand the Test Administrator/Proctors at my exam site may take any reasonable actions necessary to properly administer the exam and keep the exam site secure.
3. I understand the Test Administrator/Proctors may reassign my seat before or during the examination.
4. I will not communicate with other examinees in any way.
5. I may take the examination only for the purpose of becoming a Certified Food Safety Manager.
6. I will not take any examination materials from the exam site.
7. I will not copy any examination materials.
8. I will not give examination questions or answers to others.

I hereby acknowledge and consent to the confiscation by the Test Administrator/Proctor of any external device capable of recording sound or written material, which is found in my possession during the administration of a National Registry of Food Safety Professionals ("National Registry") exam. I agree that such a device may be sent to National Registry for review. Should National Registry identify any test related item(s) on the device, National Registry may remove such material before returning it to me or relinquish such device to a law enforcement agency for prosecution. Should no exam related item(s) be found, National Registry agrees to return the device to me once its review is complete or within 30 days from the date of the exam, whichever is sooner.

I hereby indemnify and hold harmless National Registry for any claims I may have (excepting gross negligence and intentional misconduct) relating to the confiscation of such external device taken under the conditions above described.

I understand that if I do not follow the above rules that National Registry may subject me to penalties including, but not limited to the following: canceling my examination score (with no refund or credit for any future examination), denying scoring of my examination, revoking my certification, or legal proceedings against me to recover costs associated with lost exam questions.

I certify that all the information provided on my Food Safety Manager Exam answer sheet is true and accurate to the best of my knowledge. If I become certified and wish to continue being certified as a Food Safety Manager, I understand that I must retake and pass the examination at least one time every five years or more frequently as the law in my location or my employer may require.

Code of Conduct

I understand that my personal standards of honor and integrity must, at all times, be above reproach, and I must conduct myself in a manner that reflects favorably on my profession. By doing so, I will strive to create an ethical climate within my organization, my industry, and the community of clients which I serve, building honesty and trustworthiness in all of my relationships and ensuring my reliability in performing my assigned responsibilities.

- *I pledge to be truthful and accurate in what I say, do and write.*
- *I will promote cooperation in my working relationships and adhere to the law at all times.*
- *I will demonstrate a commitment to excellence in all aspects of my profession.*
- *I will promote and encourage the highest level of food safety within the industry.*
- *I will act in a manner free of bias with regard to religion, ethnicity, gender, age, national origin or disability.*
- *I will not misrepresent or permit misrepresentation of my qualifications, or the qualifications of my associates.*
- *I will have due regard for the environment and for the public safety, health and well-being.*
- *I will always strive to maintain competence by remaining current with changes in the industry.*
- *I agree to make claims regarding certification only with respect to the scope for which the certification has been granted.*
- *I understand the certificate; logo and marks are property of NRFSP.*
- *I will not use the certificate in a misleading manner.*
- *I will not use the Certification in such a manner as to bring the National Registry into disrepute, and not to make any statement regarding the certification which the National Registry considers misleading or unauthorized.*

- *To discontinue the use of all claims to certification that contain any reference to the National Registry or certification upon suspension, withdrawal, or revocation of certification, and to return any certificates issued by the certification body*
- *I will uphold and follow all policies and procedures required by NRFSP to remain in good standing.*

What Should I Expect at the Exam Site?

When you arrive to take the exam, you must show proof of your identity to the Test Administrator/Proctor by providing government-issued photo identification. You must bring a photo ID even if you personally know the Test Administrator/Proctor. The Examinee Consent and completed exam will be your exam application. If you have a voucher for Pearson VUE, please provide them with your voucher. Potential examinees without an acceptable photo ID will not be permitted to enter the exam area, nor will they receive a refund of their exam fees. Potential examinees should expect a location conducive to taking an exam. If the facility or Test Administrator/Proctor does not provide the right conditions, notify National Registry at (800) 446-0257 or via email at customer.service@nrfsp.com.

What Do I Need to Bring to the Exam Site?

You must bring valid government-issued photo identification. Acceptable forms of identification include:

- *Valid state driver's license*
- *Current passport*
- *Current military identification*
- *Valid state identification with photo*
- *Valid Immigration and Naturalization Service Employment Authorization Document or Alien Registration Card*

No reference materials or personal electronic devices such as cell phones, personal computers, or programmable calculators will be permitted within the exam area.

What If I Need Special Exam Conditions or Accommodations?

❖ Examinees with Disabilities

National Registry provides reasonable accommodations to individuals with disabilities following procedures that are consistent with the Americans with Disabilities Act, Uniform Guidelines on Employee Selection Procedures and the Standards for Educational and Psychological Testing. This includes alternate test formats (e.g., oral instead of written) and test aids (e.g., Readers or Scribes).

❖ Foreign Language Translations

An examinee with limited proficiency in English is permitted to hire and pay for a Certified/qualified interpreter/translator to assist the Exam Administrator in administering the Examination. The interpreter/translator needs to be fluent in both English and the examinee's native language. The Interpreter/translator may have no personal relationship with the examinee. The interpreter/translator also may not interpret subjective opinions or provide cues to the examinee. Examinees who want to use

an interpreter/translator must submit a Foreign Language Translation Request Form at least 30 days prior to the examination date, listing the credentials and signature of the interpreter/translator. If the request is denied, an Appeal Request Form can be submitted within 30 days of the denial.

Examinees who want to take the Examination in English are permitted to use a bilingual English-Native Language dictionary (e.g., English-Spanish) while completing the Examination. Exam Administrators must report the use of a dictionary on an Incident Report Form for the Paper/Pencil based Examinations or submit an online Incident Report for Online Examinations and inspect the dictionary when the examinee checks in for the Examination. English language dictionaries are not allowed.

To make a request, you must complete the appropriate Accommodation Documentation Forms in Appendix B or Appendix Cat the back of this booklet. You must include the specific diagnosis of your disability; medical records, or other written proof of the diagnosis by an appropriate licensed professional; and the type of accommodation being requested.

Exam Accommodations Requests must include the specific diagnosis of your disability, the type of accommodation being requested, AND a copy of medical records OR other written proof of the diagnosis by an appropriate licensed medical professional. If you do not receive notification within two weeks of submitting your accommodation, please contact National Registry.

The examinee is responsible for submitting all requests for exam accommodations or Foreign Language to National Registry. Once Approved, examinees should notify the Testing Center at least 30 days prior to the examination date, allowing the enough time to obtain approval from National Registry and to notify the Exam Administrator to prepare for the accommodation. If, at the time of the Examination, an examinee requests an accommodation that has NOT been pre-approved by National Registry, the examinee can either postpone the Examination to another date OR take the Examination without the requested accommodation.

Indeterminate Scores Policy:

National Registry is committed to reporting only valid scores. On occasion, circumstances may require National Registry to classify scores as indeterminate. Circumstances may be related to examinee behavior during the testing event, faulty examination materials, or other irregularities in the administration of the examination. Indeterminate scores will not be reported to examinees. Examinees receiving an indeterminate score will be advised of the options for retaking the examination.

After investigation and analysis of all available information, scores will be either classified as valid and reported, or scores will be classified as indeterminate. Indeterminate scores will be canceled and will not appear on the examinee's record and will not be reported or verified to any party. If the scores are classified as indeterminate, the examinee will be notified within seven business days and advised of the options for retaking the examination at a Pearson VUE testing center. Examinees who have received a score report that is later classified as indeterminate will be notified of the indeterminate classification.

Taking the Exam

- *You have two hours to complete the exam.*
- *Listen to and read all instructions carefully.*
- *Take your time reading the questions. If you have a problem with a question, skip it and come back to it later. Be sure you keep track of questions you skip and make sure you are putting your answers in the correct spaces on the answer sheet.*
- *Answer ALL questions. Blanks are always incorrect. There is no penalty for guessing.*
- *Test Administrator/Proctors cannot answer questions regarding the examination. If you think a question has a mistake or is unclear, Examinees may flag specific questions, in real time, and leave comments.*
- *No reference materials, books, papers, or personal electronic devices such as cell phones, personal computers, or programmable calculators will be permitted within the exam area.*
- *No talking or other communication is permitted during the exam. Examinees shall not copy examination materials, copy the work of others, provide answers to others, use materials not allowed in the exam room, or in any way cheat on an examination.*
- *No smoking, drinking, or eating is permitted in the exam area.*
- *No moving about the room or other behavior distracting to other examinees is permitted.*
- *One examinee at a time will be permitted to leave the exam area to use the restroom or for emergencies.*
- *Exam materials may not be removed from the exam area.*

Behavior that violates these rules may result in your examination being invalidated or your removal from the exam site.

Pearson VUE Exams

All policies and procedures referred to in this manual pertain to all Pearson VUE Testing Center examinees.

In addition, any examinee that does not show up for the online exam is considered a no show. A refund will not be granted unless they contact the online provider (Pearson VUE) 24 hours in advance to cancel their appointment.

An examinee can be 15 minutes late to take the exam. If an examinee arrives later than 15 minutes, it will be considered a no show and no refund will be given.

Please be aware that Pearson VUE exam providers preschedule examinees in advance and block seat time. Any examinee that arrives later than 15 minutes cannot be accommodated. Accommodation will be at the discretion of the exam site administrator if there is available seat time. This is not guaranteed.

Obtaining My Score

Your certification is not official or valid until National Registry issues your certificate.

If you successfully pass the exam, a certificate and wallet card will be sent within 2 weeks of your exam date. If you fail the exam a Diagnostic Report will be mailed within 2 weeks of your exam date.

Answers to the multiple-choice items are scored and checked for accuracy, a virtually error free process. However, if you believe an error has been made, you may request a rescore of your multiple-choice answers.

A request for rescoring must be made in writing. Please visit our website, www.nrfsp.com, and fill out a Rescore Request Form or you may call Customer Service at 800-446-0257 to request the form. All requests for rescoring must be post marked within 30 days from the original score notice.

In the event that the rescoring process results in a passing score alteration, your records will be updated and a correct score along with a certificate and wallet card will be issued and sent. If the rescore confirms failing status, you will be sent a letter confirming the failure.

If you do not receive your exam results within 2 weeks of your exam date, contact Customer Service at National Registry of Food Safety Professionals by calling 800-446-0257 or by email at customer.service@nrfsp.com. You will have 60 days to claim exam results and after the 60-day grace period there will be a fee to receive your results.

Retaking the Exam

If you fail the exam, you must wait 24 hours before retaking the exam. You have three (3) attempts to pass the certification exam. If you are not successful by the third attempt, you must wait ninety days before reapplying to retake the exam. Contact your supervisor or trainer for more information. Carefully review your Diagnostic Score Report and study any problem areas. No more than four attempts are allowed in a 12-month period. Not passing the Exam is the only legitimate reason to retake the Exam.

Recertification

The only method for recertification is to retake the examination.

PLEASE NOTE: The laws and regulations covering certification as a Certified Food Safety Manager vary across jurisdictions. Please check with your local health agency or your employer to verify your local regulations and find out the number of years your jurisdiction or your employer will accept your certification.

Verification of Certification

If you agree to the terms of the examination, pass the examination, and are certified as an International Certified Food Safety Manager, National Registry will verify your certification status upon request by governmental organizations, employers, and other interested people.

Request for a Rescore

Should you fail the exam, you may ask to have it scored again. All requests for a rescore must be made in writing using the Rescore Request Form and postmarked no later than 30 days from the date of the original grade notice.

If, for some reason, you do not receive your exam results from National Registry within two weeks of your exam date, contact National Registry's customer service department at (800) 446-0257 or customer.service@nrfsp.com.

International Certified Food Safety Manager Disciplinary Policy

National Registry has adopted a Certified Food Safety Manager Disciplinary Policy. A copy of this code of conduct is listed on page seven (7) of the ICFSM Examinee Information Bulletin. In addition to passing National Registry's examination, examinees must adhere to the requirements contained in this Disciplinary Policy in order to become and remain a Certified Food Safety Manager. To be eligible for certification and continued certification, an individual must continuously comply with all of National Registry's standards, policies, and procedures. Actions that constitute a violation of the Certified Food Safety Manager Disciplinary Policy includes but are not limited to cheating on an examination, providing false information, misrepresenting certification status, misusing property of National Registry, and being subject to any regulatory, criminal, or civil action related to public health and/or food safety.

Complaints Policy

Any individual may file a complaint against an individual holding the ISO/IEC 17024 Credential or against an administrator or proctor administering the ISO/IEC 17024 Credentials. The following procedures describe the steps to be taken when complaints are presented. By publishing this procedure, National Registry does not expect, invite, solicit, or encourage complaints. The use of these procedures is for the sole purpose of protecting the reputation of the certification program and assuring a fair investigation of complaints. All complaints, therefore, must stipulate an alleged violation of any ISO/IEC 17024 exam programs Code of Conduct. Only complaints that follow the published procedures of National Registry will be considered.

1. Complaints will be accepted only from those who claim to be harmed by the alleged behavior.
2. All complaints must be in writing and signed by the complainant(s) and only information submitted in writing and signed will be considered.
3. Complaints and supporting evidence must show a violation of any ISO/IEC 17024 exam programs Code of Conduct.
4. At a minimum, the complaint should specify the respondent, the alleged inappropriate behavior referencing the specific section of the Code of Conduct allegedly violated, the standing of the complainant, and any corroborating evidence.

All charges of violations of the Code shall be addressed to the Complaints Department, National Registry of Food Safety Professionals, 6751 Forum Drive, Suite 220, Orlando Florida, 32821. Complaints shall then be forwarded to the Accreditation Department of National Registry. Charges must be made in writing and must include the following information:

1. *Name of the accused certificant, administrator or proctor and his or her address, if known*
2. *Name of the accuser, address, telephone, and email contact information*

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3. *Description of the allegations and any documentary evidence relating to the alleged violation*
4. *List of Codes allegedly violated*
5. *Signature of the complainant*

Alleged violations are first referred to the Accreditation Department and then to an Investigation Panel if review is warranted. If good cause is found to further pursue the alleged violation, a hearing will be held before the Investigation Panel. The individual will have the opportunity to present a defense. The Investigation Panel will determine the appropriate sanctions to be imposed, if any; National Registry may deny, revoke, or otherwise act upon an individual's certification.

Program Complaints

A complaint against the program is defined as a written request challenging the policies and procedures of a specific certification or certificate program, including but not limited to:

- *eligibility*
- *examination*
- *disciplinary action/policy*
- *recertification*

Program Complaints are referred to the Accreditation Department and are reviewed to determine if the complaint warrants change or action. Any changes or actions determined will be shared and communicated on how their feedback has influenced the change or action and when the organization will make the change, if applicable.

Appeal Policy

Appeals are a request for consideration of a decision. The individual shall have 30 days from the date of the notification of a National Registry decision to request an appeal of the findings. All appeals must be made in writing and must be mailed by certified mail, return receipt requested to the National Registry. The examinee shall state the specific grounds why the appeal should be considered. The individual may not present, include, or rely on facts not presented in the proceedings.

The individual may appeal an unfavorable decision; otherwise, the Appeals Panel decision will be final. If eligibility or certification is denied or revoked, an individual cannot be reconsidered for a period of at least three years. In the event that an alleged violation constitutes an imminent threat to the public, this procedure may be accelerated.

Policy On Use of Certification Trademarks & Release of Information

Sharing My Status as a Certified Food Safety Manager

Upon successful completion of the International Certified Food Safety Manager Exam, you will be entered into the National Registry of Food Safety Professionals database. National Registry will not provide examination scores without your authorization.

The trademarks “*Certified Food Safety Manager*”, “*Environmental Health Testing*”, “*National Registry of Food Safety Professionals*”, “*National Registry*”, and the abbreviations relating thereto are the exclusive property of Environmental Health Testing, and it has the sole right to control the use of these marks. However, with continued certification and compliance with National Registry’s standards, policies, and procedures as they may be amended from time to time, you may use these marks to identify yourself as a Certified Food Safety Manager, including:

- Displaying the Certificate awarded to you
- Stating that you are a “*Certified Food Safety Manager*”
- Using the CFSM marks on business cards and letterhead

Should you wish to use these marks in other ways, such as on advertising or promotional materials, you must obtain written approval for each use from National Registry.

You may not reproduce certificates or wallet cards, alter certificates or wallet cards, or otherwise misrepresent the information contained on the original document. Evidence of involvement in the above activities will be grounds for revocation or other disciplining sanction.

If you require a new copy of your certificate or wallet card, contact National Registry and ask for a reprint request form or visit the website at www.NRFSP.com. There is an \$20 fee for each reprint requested.

Reporting Security Breaches

NRFSP exam questions can cost \$400 or more per question to replace due to cheating and violations in security protocol. It also forces us to continue to develop enhanced security and cheat detection to fulfill our accreditation standards. Competent food safety managers certified by NRFSP are critical to promoting food safety and consumer protection. Help us maintain the highest level of integrity of our exam by reporting suspected cheating.

Please report any suspected cheating or exam irregularities to our Cheating Hotline. Your identity will be kept confidential and secure. Call the Cheating Hotline or email:

Cheating Hotline

Phone: 1-888-544-9688

Email: hotline@nrfsp.com

Appendix A - Preparing for the Exam – Exam Blueprint



Examination Blueprint effective February 3, 2020

International Certified Food Safety Examination Food Safety Manager Certification Examination

Questions?

www.NRFSP.com/Contact-Us
customer.service@nrfsp.com
(800) 446-0257

Duties and Tasks	Items
Ensuring Personal Hygiene	13
Inform that Improper Hygiene is #1 Cause of Foodborne Illness	2
Implement Illness Policy	2
Identify Potential Food Employee Illness	2
Establish Hygiene Policies	2
Train Food Employees on Handwashing	2
Monitor Food Employee Behaviors	1
Monitor Food Employee Glove Usage	2
Managing Food Holding Time and Temperatures	11
Monitor Time/Temperature for Hot Holding	2
Monitor Time/Temperature for Cooling	2
Monitor Time/Temperature for Cold Holding	2
Monitor Time/Temperature for Thawing	2
Verify Food Temperatures	1
Implement Time as a Public Health Control (TPHC)	1
Implement Date-Marking of Foods	1
Preventing Contamination, Cross-Contamination, and Cross-Contact	12
Address Biological Contamination Issues	2
Address Chemical Contamination Issues	2
Address Physical Contamination Issues	2
Address Allergen-Related Contamination Issues	1
Implement Hygiene-Related Intervention Strategies	1
Implement Cleaning and Sanitizing Intervention Strategies	2
Implement Storage and Separation Intervention Strategies	2
Managing Cooking Times and Temperatures	4
Measure and Monitor Food Temperatures	2
Monitor Time/Temperature for Reheating for Hot holding	1
Implement Procedures to Manage Non-Continuous Cooking of Raw Animal Foods	1
Monitoring the Flow of Foods	10
Manage Food Purchases	1
Receive Foods	1
Manage the Transportation and Delivery of Foods	2
Store Foods	2
Manage Food Preparation Policies	2
Ensure Safe Service and Self-Service of Food	2
Actively Managing Controls in a Food Establishment	10
Ensure Regulatory Compliance	2
Develop Food Safety Culture	2
Implement Food Safety Management Program	2
Verify Competence of Food Employees	2
Develop and Implement Food Defense Plan	1
Manage Crises/Emergencies	1
Managing the Physical Food Establishment/Equipment Design and Maintenance	14
Develop Plans for Food Establishment Design and Maintenance	1
Maintain water supply and waste disposal systems	1
Manage the design, installation and maintenance of food equipment	2
Ensure Equipment is Utilized Correctly	2
Maintain Toilet Rooms	1
Maintain Plumbing and Fixtures	2
Maintain Adequate Lighting	1
Maintain Adequate Ventilation	1
Manage Solid Waste and Recyclables	1
Preventing and Controlling Vermin and Pests (insects/rodents)	2
Managing Cleaning and Sanitizing Activities	6
Develop Cleaning and Sanitizing Procedures	2
Store and Maintain Cleaning and Sanitizing Materials, Tools, and Products	2
Conduct Cleaning and Sanitizing Procedures in the Food Establishment	2
Total	80

What Types of Questions are on the Exam?

The following sample questions are provided as examples of the types of questions that will appear on the exam. These samples are provided primarily to allow you to become familiar with the format of the questions. They should not be viewed as representative of the entire content of the exam. These exact questions will not be on the exam.

1. Bacteria that can cause a foodborne infection are
 - A. Ciguatera.
 - B. Hepatitis A.
 - C. Salmonella enteritidis.
 - D. Clostridium botulinum.
2. The presence or growth of microorganisms is a type of
 - A. acid hazard.
 - B. physical hazard.
 - C. chemical hazard.
 - D. biological hazard.
3. A shipment of frozen fish arrives at your food establishment. You see that the outside bottoms of the shipping cartons have too much ice and the fish fillets held within the cartons have brown edges. These are signs of
 - A. thawing and refreezing.
 - B. safe, high-quality seafood.
 - C. seafood that has been kept in frozen storage too long.
 - D. seafood that has been blast chilled.
4. Potentially hazardous foods **MUST** be reheated to an internal temperature of
 - A. 130° F (54° C) within 1 hour.
 - B. 155° F (68° C) within 1 hour.
 - C. 165° F (74° C) within 2 hours.
 - D. 171° F (77° C) within 2 hours.
5. Checking the walk-in refrigerator, you see food stored in the following ways. Which one would you correct **IMMEDIATELY**?
 - A. Raw foods are stored on a shelf above ready-to-eat food.
 - B. Loosely covered cooked foods are cooling on the top shelf.
 - C. Ice is being used to cool spaghetti sauce in a shallow pan.
 - D. Foods are being stored in plastic containers with tight-fitting lids after cooling.
6. When cooked and raw foods are displayed in a deli, you should
 - A. Keep the food temperature at 50° F (10° C).
 - B. Physically separate raw and cooked foods.
 - C. Physically separate whole raw fish and raw fish fillets.
 - D. Use window cleaner on glass inside the case.
7. Which of the following practices is approved for use in a food establishment?
 - A. Wooden cutting boards are washed in a 2-compartment sink.
 - B. Serving utensils are stored with their food-contact surfaces in the food.
 - C. The guard is removed from the slicer to handle large food items.
 - D. Single use aluminum pans are reused.
8. Which of the following are the **CORRECT** steps to follow when using your manual 3 compartment sink to wash dishes and utensils?
 - A. Pre-scrape and pre-flush, wash, rinse, sanitize, and air dry.
 - B. Pre-scrape and pre-flush, rinse, wash, sanitize, and air dry.
 - C. Pre-scrape and pre-flush, wash, rinse, sanitize, and towel dry.
 - D. Pre-scrape and pre-flush, rinse, wash, sanitize, and towel dry.
9. The only correct way to make sure the proper strength of a chemical sanitizer in the third compartment of the manual ware washing sink is to
 - A. measure it using correct test strips.

- B. change the solution every 3 hours.
- C. change the solution at the end of each shift.
- D. look for the color of the sanitizer in the final rinse water.
- 10. Which of the following conditions in an outside waste disposal area needs to be corrected IMMEDIATELY?
 - A. a locked fence.
 - B. containers without covers.
 - C. a location too far from the building.
 - D. containers located on a hard surface.
- 11. During a self-inspection, you see the following situation. Which should you correct at once?
 - A. Employees and customers are using the same restroom.
 - B. The waste basket at the handwashing station does NOT have a plastic liner.
 - C. The hand washing station in the kitchen does NOT have foot pedals to turn the water on.
 - D. A hand washing sink in the kitchen is being used to hold a tray of cookies that are cooling.
- 12. Corrective action needs to be taken IMMEDIATELY if you see a food handler
 - A. using hand sanitizer instead of washing their hands.
 - B. wearing a plain wedding band during food production.
 - C. wearing the same apron when changing from raw beef to raw chicken.
 - D. using the same paper towels, they dried their hands with to touch the handles on the sink to turn off the water.
- 13. The MOST important reason for having food handlers wear hair restraints is to
 - A. keep the food handlers' hair neat and in place.
 - B. avoid the need for having food handlers wash their hair daily.
 - C. prevent food from getting into food handlers' hair.
 - D. prevent food handlers from contaminating their hands by touching their hair.
- 14. The best method for teaching employees how to clean a slicer is to show the skill and then
 - A. have them do it for you.
 - B. hand them the manufacturer's directions.
 - C. show them a video on cleaning the slicer.
 - D. have another employee show how to do it again.
- 15. You see that the food handler you assigned to prepare the salad has a small cut on their hand. You should
 - A. have them start the preparing the salad anyway.
 - B. move them to the meat slicing area.
 - C. send them to see his doctor, then home for the day.
 - D. have them put on a watertight bandage over the cut and wear gloves.

Answers for Sample Questions

- | | | |
|------|-------|-------|
| 1. C | 6. B | 11. D |
| 2. D | 7. B | 12. A |
| 3. A | 8. A | 13. D |
| 4. C | 9. A | 14. A |
| 5. A | 10. B | 15. D |

More on Food Safety

The following books and materials are helpful resources to learn more about food safety.

Visit www.nrfsp.com for more information on available resources.

1. FDA 2017 Food Code, U.S. Public Health Service Food and Drug Administration, U.S. Department of Commerce, Technology Administration, National Technical Information Service, 5285 Port Royal Road, Springfield, VA 22161 PB 2005-102200
2. Food Safety Management Principles: For Managers, Chadwick House Group Limited, London, England
3. Food Safety First Principles, Chadwick House Group Limited, London, England
4. HealthGuard Food Manager Certification Training, NSF International, Ann Arbor, MI

Appendix B - Exam Accommodation Request Form

National Registry of Food Safety Professionals

6751 Forum Dr.; Ste 220
Tel: 800-446-0257
ExamSecurity@nrfsp.com

Orlando, FL 32821
Fax: 407-226-3500
www.nrfsp.com

Approved By: Mark Conley/Kate Piche
Contact Person: Tiffany Vowell
Revision: 2020-06-18



EXAM ACCOMMODATION REQUEST FORM

Accommodations requested for the Food Safety Manager Certification Examination

If you have a learning disability, a psychological disability, or other disability that requires an accommodation for the exam, please have this form completed by an appropriate licensed professional (psychologist, physician or surgeon) to certify that your disabling condition requires the requested exam accommodation.

The information requested below and any documentation regarding your disability and your need for accommodations for the exam will be considered strictly confidential and will not be shared with any outside source without your express written permission.

Please type or print clearly

*REQUIRED FIELD:

MUST BE FILLED OUT BY LICENSED PROFESSIONAL

Examinee Name:	Professional Name:
Email:	License No.:
Address:	Title:
City:	Phone:
St:	Date:
Zip Code:	
Phone:	Professional's Signature:

*REQUIRED FIELD: MUST SELECT ONE WHICH TYPE OF EXAM:

<input type="checkbox"/> Paper and Pencil	<input type="checkbox"/> Diversys Exam (in person Proctor)	<input type="checkbox"/> Pearson VUE Testing Center	<input type="checkbox"/> ProctorU (Online Proctoring)
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*REQUIRED FIELD: MUST SELECT REQUESTED ACCOMMODATIONS

<input type="checkbox"/> Accessible Exam Site	<input type="checkbox"/> Large Print
<input type="checkbox"/> Reader	
<input type="checkbox"/> for visual impairment	<input type="checkbox"/> for learning/reading disability
<input type="checkbox"/> Scribe	
<input type="checkbox"/> for visual impairment	<input type="checkbox"/> for learning/reading disability
<input type="checkbox"/> Extended time (please specify)	
<input type="checkbox"/> Time and half (3 hrs)	<input type="checkbox"/> Double time (4 hrs)
<input type="checkbox"/> Other (specify _____ hrs _____ mins)	
<input type="checkbox"/> Separate testing area	
<input type="checkbox"/> Other Accommodations (specify _____)	

Exam Administrator Name: _____ Exam Date: _____

I understand that I must forward all required paperwork with this document at least 30 days prior to my exam date in order to be processed.

*Examinee Signature: _____ Date: _____

Please see the Examinee Information Bulletin for complete instructions. Return completed form to National Registry of Food Safety Professionals

Fax: 407-226-2500

Email: examsecurity@nrfsp.com

Mail: 6751 Forum Drive, Suite 220, Orlando, FL 32821

Appendix C - Foreign Language Translator Request Form

National Registry of Food Safety Professionals

6751 Forum Dr.; Ste 220
Tel: 800-446-0257
ExamSecurity@nrfsp.com

Orlando, FL 32821
Fax: 407-226-3500
www.nrfsp.com

Approved By: Mark Conley/Kate Piche
Contact Person: Tiffany Vowell
Revision: 2020-06-18



FOREIGN LANGUAGE TRANSLATION REQUEST FORM

Foreign Language Translation requested for the Food Safety Manager Certification Examination

If you have a learning disability, a psychological disability, or other disability that requires an accommodation for the exam, please have this form completed by an appropriate **Translator professional** to verify they are a credible.

The information requested below and documentation regarding your request for Foreign Language Translation for the exam will be considered strictly confidential and will not be shared with any outside source without your express written permission.

Please type or print clearly	
Examinee Name:	
Email:	
Address:	
City:	
State:	Zip Code:
Phone:	

*REQUIRED FIELD: MUST SELECT ONE WHICH TYPE OF EXAM:

<input type="checkbox"/> Paper and Pencil	<input type="checkbox"/> Diversys Exam (in person Proctor)	<input type="checkbox"/> Pearson VUE Testing Center	<input type="checkbox"/> ProctorU (Online Proctoring)
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*REQUIRED FIELD: MUST BE FILLED OUT BY TRANSLATOR PROFESSIONAL

Translator's Name:	
Business/Employer's Name:	
Title:	
Phone:	
Email:	
Translator's Signature:	Date:

Exam Administrator Name: _____ Exam Date: _____

*Examinee Signature: _____ Date: _____

I understand that I must forward all required paperwork with this document at least 30 days prior to my exam date in order to be processed.

Please see the Examinee Information Bulletin for complete instructions. Return completed form to National Registry of Food Safety Professionals

Fax: 407-226-2500

Email: examsecurity@nrfsp.com

Mail: 6751 Forum Drive, Suite 220, Orlando, FL 32821