

Instructions for Using the Diagnostic Test Prior to Classroom Instruction

Teaching the entire content of the *ServSafe Manager Book 9th Edition* in an eight-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 to prepare learners for classroom instruction is to have them read the *ServSafe Manager Book 9th Edition* 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 9th Edition*
- 80-question diagnostic test and answer key
- Date(s) of the class
- Time the class begins and ends
- Location (with directions)
- 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 the *ServSafe Manager Book 9th Edition* for further study prior to class. Additionally, you 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 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. Be sure to answer all 80 questions.

① Which is true about self-inspections?

- A. They should be performed annually.
- B. They can be performed in place of the regulatory inspection.
- C. They should mirror inspections performed by the regulatory authority.
- D. They are unnecessary if the establishment has regulatory inspections.

② What should be looked for when conducting a self-inspection?

- A. How crisis management is handled
- B. How new hire orientation is conducted
- C. How customer complaints are logged
- D. How pest control contracts are negotiated

③ What is needed to operate a food establishment?

- A. A HACCP program
- B. A permit to operate
- C. A crisis management plan
- D. A variance from the regulatory authority

④ What must be done before starting any new construction or remodeling project?

- A. A licensed plumber must be hired.
- B. A pest control operator (PCO) must be contacted.
- C. A plan must be submitted to the regulatory authority.
- D. A cleaning company must be hired to deep clean the facility.

⑤ Which is critical to building a strong food safety culture?

- A. Assigning a single point of contact to handle food safety
- B. Relying on written policies instead of ongoing training
- C. Using checklists as the main method of accountability
- D. Modeling desired behaviors expected from employees

⑥ Which behavior contributes to a strong food safety culture?

- A. A manager distributes new thermometers to employees prior to an inspection
- B. A food handler washes their hands because they know people can get sick if they don't
- C. A food handler relies on management to monitor food safety
- D. A team member follows food safety rules to avoid getting written up

⑦ When is a HACCP plan required?

- A. In most cases, it is not required.
- B. When an establishment primarily serves rare meat
- C. When an establishment smokes food to enhance the flavor
- D. When an operation cools food using the two-stage cooling method

⑧ Which is a critical control point (CCP)?

- A. Cooking chicken to 165°F (74°C) for <1 second
- B. Purchasing chicken with a USDA grading
- C. Prepping chicken on a yellow cutting board
- D. Labeling chicken casserole on a buffet with allergen information

⑨ A customer returns a carryout container to a restaurant to be refilled with food. It looks clean, but they will not refill it. Is the restaurant correct to refuse?

- A. Yes, because the container is a single-service container that is not designed to be refilled.
- B. Yes, because the container may not have been appropriately cleaned and sanitized.
- C. No, because the container was made to hold food.
- D. No, because the container can be refilled for personal consumption.

⑩ What can employees do to reduce the risk of intentional contamination?

- A. Secure all ingredients and supplies
- B. Check the internal temperature of food
- C. Discard food if cross-contact has occurred
- D. Use disinfectants on surfaces instead of sanitizers

⑪ A manager can ensure employees are following their training by

- A. monitoring them.
- B. having them complete a written assessment.
- C. asking them if they can do what they were trained to do.
- D. reviewing the most current regulatory inspection report.

⑫ When should employees be trained?

- A. After they have committed a violation
- B. Not until they actually need the training
- C. After formally assessing their knowledge
- D. When first hired and on an ongoing basis

⑬ When can a food handler who is vomiting return to work?

- A. When symptom-free for 24 hours
- B. After scheduling an appointment with a physician
- C. When they say they are feeling better
- D. When they do not have any other symptoms

- 14 **A cook is constantly sneezing while preparing food. What should the manager do?**
- A. Exclude the person from the operation
 - B. Report the illness to the local regulatory authority
 - C. Speak with the person's medical practitioner
 - D. Restrict the person from working with exposed food utensils and equipment
- 15 **How should a quick service employee with a sore throat and fever be handled?**
- A. Exclude the person from the operation
 - B. Report the person to the local regulatory authority
 - C. Speak with the person's medical practitioner
 - D. Restrict the person from working with exposed food utensils and equipment
- 16 **A food handler is wearing a necklace, watch, earrings, and facial jewelry. Which item(s) *must* be removed before prepping food?**
- A. The necklace
 - B. The watch
 - C. The earrings
 - D. The facial jewelry
- 17 **A food handler washed their hands in the three-compartment sink. They wet them with warm water, scrubbed them with soap for 10 seconds, rinsed them with warm water, and dried them with a single-use towel. What did they do wrong?**
- A. Wet them with warm water
 - B. Washed them in a three-compartment sink
 - C. Scrubbed them for only 10 seconds
 - D. Dried them with a single-use towel
- 18 **When must a food handler who is assembling boxed lunches change gloves?**
- A. After one hour
 - B. After two hours
 - C. After three hours
 - D. After four hours
- 19 **A food handler has an infected wound on the palm of their hand. What must be done for them to be able to work with food?**
- A. The wound must be covered with an impermeable cover and a single-use glove must be worn.
 - B. The wound must be covered with an impermeable cover and contact with food must be limited.
 - C. Hands must be sanitized and the wound must be bandaged with an impermeable cover.
 - D. Ointment must be applied to the wound and it must be bandaged with an impermeable cover.
- 20 **Where may you find allergens listed on a food label?**
- A. Within the ingredient listing
 - B. Within the "Nutrition Facts" panel
 - C. Within the "Best By" or Use-By" date section
 - D. Within the "Amount per serving" section

21 How should an establishment handle ingredient substitutions from a vendor to prevent an allergic reaction?

- A. Reject any product substitutions from vendors
- B. Take the item requiring the ingredients off the menu
- C. Trust the substitution and use the ingredients as provided
- D. Identify possible substitutions in advance and evaluate the substitution for acceptability

22 Which food item is a common allergen?

- A. Sesame
- B. Olive oil
- C. Black pepper
- D. Garlic

23 What must be provided in an establishment to prevent allergic reactions?

- A. An allergen-free area for preparing food
- B. Allergen labeling on all food being prepared
- C. Written notification of major allergens in the food served
- D. Designated handwashing sinks for allergen special order preparation

24 To prevent cross-contact,

- A. use only food-grade equipment.
- B. clean and sanitize surfaces utensils and equipment before each use.
- C. store ready-to-eat food and raw food separately.
- D. thaw food in a cooler at 41°F (5°C) or lower.

25 What should food handlers do to prevent food allergens from being transferred to food?

- A. Use separate utensils and equipment for allergen special orders
- B. Cook food to the appropriate minimum internal temperature
- C. Store cold food at 41°F (5°C) or lower
- D. Label chemical containers correctly

26 A cook preparing a Caesar salad places hard-boiled egg slices on top before remembering the guest has an egg allergy. Since cross-contact has occurred, what do they need to do?

- A. Discard the salad
- B. Remove the egg slices and serve the salad
- C. Rinse the lettuce and remake the salad
- D. Tell the guest and let them decide what to do

27 A restaurant is bottling their house salad dressing for retail sale. What must be included on the label?

- A. Storage recommendations for the dressing
- B. Source of major food allergens in the dressing
- C. Nutrition information for the dressing
- D. Preparation instructions for the dressing

28 What is the most important factor in choosing an approved food supplier?

- A. It has a HACCP program or other food safety system.
- B. It has documented manufacturing and packing practices.
- C. Its warehouse is close to the operation, reducing shipping time.
- D. It has been inspected and complies with local, state, and federal laws.

29 A food delivery truck arrives at a foodservice establishment. What is the first step that must be taken?

- A. The delivery must be inspected.
- B. The delivery truck must be inspected.
- C. All TCS products must be inspected.
- D. All frozen products must be inspected.

30 Which food should be rejected during receiving?

- A. Milk received at 45°F (7°C)
- B. Cans with small dents in the can body
- C. Live oysters received at an internal temperature of 50°F (10°C)
- D. Single-use cups with dirty packaging

31 In what top-to-bottom order should raw salmon, chicken, ground beef, and a beef roast be stored in a cooler?

- A. 1. chicken, 2. ground beef, 3. beef roast, 4. salmon
- B. 1. ground beef, 2. chicken, 3. salmon, 4. beef roast
- C. 1. beef roast, 2. ground beef, 3. chicken, 4. salmon
- D. 1. salmon, 2. beef roast, 3. ground beef, 4. chicken

32 Food should be stored away from walls and at least _____ off the floor.

- A. 2 inches (5 centimeters)
- B. 4 inches (10 centimeters)
- C. 5 inches (13 centimeters)
- D. 6 inches (15 centimeters)

33 When must single-use gloves be changed?

- A. As soon as they become torn
- B. Every two hours, regardless of the task
- C. When stopping to talk with a coworker
- D. After assembling one tray of sandwiches and before starting another

34 Which food item may be handled with bare hands?

- A. Fresh buns for deli sandwiches
- B. Chopped potatoes for soup
- C. Peeled hard-boiled eggs for salads
- D. Pickled watermelon for garnish

35. **A cook must check the internal temperature of a chicken breast. Where should they insert the thermometer probe?**
- A. In the thinnest part of the chicken breast
 - B. In the thickest part of the chicken breast
 - C. On the bottom of the chicken breast
 - D. On the top of the chicken breast
36. **What is the minimum internal cooking temperature for salmon?**
- A. 135°F (57°C)
 - B. 145°F (63°C) for 15 seconds
 - C. 155°F (68°C) for 17 seconds
 - D. 165°F (74°C) for <1 second
37. **Chicken breasts will be partially cooked for later service. What is the maximum amount of time to cook the chicken during initial cooking?**
- A. 60 minutes
 - B. 70 minutes
 - C. 80 minutes
 - D. 90 minutes
38. **Where should a small stockpot of meat sauce be placed to cool?**
- A. A cooler
 - B. A freezer
 - C. A sink of ice water
 - D. A prep table
39. **Food must be cooled from 135°F to 70°F (57°C to 21°C) within ____ hours and then from 70°F to 41°F (21°C to 5°C) or lower in the next ____ hours.**
- A. two, four
 - B. four, two
 - C. three, five
 - D. five, three
40. **Which TCS food has been cooled correctly?**
- A. Clam chowder cooled from 135°F to 70°F (57°C to 21°C) in four hours and then from 70°F to 41°F (21°C to 5°C) in two hours
 - B. Beef chili cooled from 135°F to 70°F (57°C to 21°C) in two hours and then from 70°F to 41°F (21°C to 5°C) in six hours
 - C. Pulled pork cooled from 135°F to 70°F (57°C to 21°C) in three hours and then from 70°F to 41°F (21°C to 5°C) in two hours
 - D. Shrimp fried rice cooled from 135°F to 70°F (57°C to 21°C) in one hour and then from 70°F to 41°F (21°C to 5°C) in four hours
41. **Meatballs are being reheated for hot holding on a buffet. What temperature must the meatballs be reheated too?**
- A. 135°F (57°C) for 15 seconds within two hours
 - B. 145°F (63°C) for 15 seconds within two hours
 - C. 155°F (68°C) for 15 seconds within two hours
 - D. 165°F (74°C) for 15 seconds within two hours

- 42 To what temperature must you reheat chili for immediate service?
- A. Any temperature
 - B. 135°F (57°C)
 - C. 145°F (63°C)
 - D. 165°F (68°C)
- 43 What temperature must commercially processed and packaged ready-to-eat food be reheated to?
- A. Any temperature
 - B. 135°F (57°C)
 - C. 145°F (63°C)
 - D. 155°F (68°C)
- 44 What should be done with ready-to-eat TCS food that will be prepped on-site and held for longer than 24 hours?
- A. Date-mark it.
 - B. Sell it.
 - C. Throw it away.
 - D. Serve it within the next hour.
- 45 When must you discard tuna salad that was prepped on July 19?
- A. July 21st
 - B. July 23rd
 - C. July 25th
 - D. July 27th
- 46 Which method is a safe way to thaw frozen shrimp?
- A. As part of the cooking process
 - B. Under running water at 125°F (52°C) or higher
 - C. Submerged in a sink of standing water at 70°F (21°C)
 - D. On a prep table at room temperature
- 47 A package of vacuum-packed frozen tuna states that the fish should remain frozen until used. When should the tuna be removed from the packaging?
- A. Before it's stored in the freezer
 - B. Before it's thawed in the refrigerator
 - C. After it's received
 - D. After it's been date-marked
- 48 A manager is purchasing equipment for the operation. What mark should the manager look for to ensure the equipment is safe to use with food?
- A. FDA mark USDA mark or OSHA mark
 - B. NSF mark UL EPH classified mark or ETL sanitation mark
 - C. Energy Star mark AHRI mark or RU mark
 - D. FCC mark CE mark or USP mark

- 49) **What is the minimum temperature that must be maintained when holding chicken soup for service?**
- A. 135°F (57°C)
 - B. 145°F (63°C)
 - C. 155°F (68°C)
 - D. 165°F (74°C)
- 50) **A food handler has been holding chicken salad for sandwiches in a cold well for four hours. When they check the salad's temperature, it is 50°F (10°C). What do they need to do?**
- A. Sell the remaining chicken salad immediately
 - B. Sell the remaining chicken salad within two hours
 - C. Cool the chicken salad to 41°F (5°C)
 - D. Discard the chicken salad
- 51) **When do menu items containing TCS food need a customer advisory?**
- A. When the items are raw or undercooked
 - B. When the items contain a potential allergen
 - C. When the operation provides only counter service
 - D. When the operation primarily serves a high-risk population
- 52) **Which item may be re-served to another customer?**
- A. A partially used cup of salsa
 - B. Unopened condiment packets
 - C. Uneaten bread from a breadbasket
 - D. An uneaten pickle used as a plate garnish
- 53) **What should the label for soup on a buffet include?**
- A. Name of the food
 - B. Prep date
 - C. Soup's ingredients
 - D. Use-by date
- 54) **Which utensil has been stored correctly?**
- A. A pair of tongs stored flat on the top of a Caesar salad
 - B. A serving spoon stored in meatballs with the handle above the container rim
 - C. A pair of tongs stored in the center of several holding wells for serving multiple foods
 - D. Ice scoop laying on ice in an ice machine
- 55) **Utensils that are used continuously must be cleaned and sanitized at least once every ____ hours.**
- A. two
 - B. three
 - C. four
 - D. six

56 Storing raw meat separately from ready-to-eat food during transport for off-site service helps prevent

- A. cross-contamination.
- B. time-temperature abuse.
- C. allergic reactions.
- D. physical contamination.

57 A slicer is being used continuously to slice deli meat. How often must it be cleaned and sanitized?

- A. Every hour
- B. Every two hours
- C. Every three hours
- D. Every four hours

58 What is the correct way to clean and sanitize a prep table?

- A. Remove food from surface, rinse, clean, sanitize, air-dry
- B. Remove food from surface, clean, rinse, sanitize, air-dry
- C. Sanitize, remove food from surface, clean, rinse, air-dry
- D. Air-dry, remove food from surface, rinse, sanitize, clean

59 What is the first step for cleaning and sanitizing items in a three-compartment sink?

- A. Air-dry items.
- B. Wash items in the detergent solution
- C. Immerse items in the sanitizer solution
- D. Scrape or remove food from the surface of items.

60 What's the difference between a disinfectant and a sanitizer?

- A. Sanitizers are stronger than disinfectants.
- B. Sanitizers are regulated by the EPA while disinfectants are not.
- C. Disinfectants are weaker than sanitizers and are used for everyday cleaning.
- D. Sanitizers reduce pathogens while disinfectants inactivate or eliminate them.

61 A manager just finished creating a master cleaning schedule. What's the next step?

- A. Train staff to follow the program
- B. Determine who should do each task
- C. Time staff on how long they take to clean
- D. Determine what should be cleaned

62 What information must a master cleaning schedule contain?

- A. What should be cleaned and when
- B. What should be cleaned, when, and by whom
- C. What should be cleaned, when, by whom, and how
- D. What should be cleaned, when, by whom, how, and why

- 63 An employee is pouring a cleaner from its original container into a spray bottle. What must the food handler write on the label of the spray bottle?
- A. The common name of the chemical
 - B. The expiration date of the chemical
 - C. The date the chemical was transferred
 - D. Their initials
- 64 The owner of a small Italian restaurant plans on expanding the size of their kitchen. What must be submitted to the regulatory authority before starting construction?
- A. Proof of insurance
 - B. The plan for the project
 - C. A zoning variance request
 - D. An environmental impact statement
- 65 What is the purpose of a food safety management system?
- A. To keep all areas of the facility clean and pest-free
 - B. To identify, tag, and repair faulty equipment within the facility
 - C. To prevent foodborne illness by controlling risks and hazards
 - D. To use the correct methods for purchasing and receiving food
- 66 Which is an approved source for potable water?
- A. Untested private well
 - B. Water transport vehicle
 - C. Water in a cistern
 - D. Water from a rainwater harvesting system
- 67 A food handler drops the end of a hose into a mop bucket and turns on water to fill it. What has the food handler done wrong?
- A. Created a cross-connection
 - B. Created an air gap
 - C. Prevented backflow
 - D. Prevented backsiphonage
- 68 At what minimum temperature must running water be supplied to a handwashing station?
- A. 70°F (21°C)
 - B. 75°F (24°C)
 - C. 80°F (27°C)
 - D. 85°F (29°C)

69 Where must wastewater be disposed of?

- A. A storm drain
- B. A retention pond
- C. A gravel pit in a dry well
- D. An approved sewage system

70 Which locations in an establishment typically require the brightest lighting?

- A. Prep areas
- B. Dry storage rooms
- C. Self-service areas
- D. Walk-in coolers

71 What is one way to keep an operation pest-free?

- A. Deny pests access to the operation.
- B. Keep outdoor garbage containers open.
- C. Clean up food spills at the end of each shift.
- D. Store food and supplies one inch off the floor in storage.

72 Which is a good reason to carefully clean an establishment?

- A. It destroys insect eggs.
- B. It removes pests from the establishment.
- C. It eliminates the need to hire a pest control operator (PCO).
- D. It eliminates the need for pest inspections.

73 When should you repair or replace equipment in the operation?

- A. When it's worn
- B. When the warranty expires
- C. When it's scheduled for calibration
- D. When the equipment is not energy-efficient

74 Outdoor garbage containers should be

- A. sanitized frequently.
- B. kept covered at all times.
- C. kept away from customer parking areas.
- D. lined with plastic or wet-strength paper.

75 A manager requires employees to store personal items in a designated area. What is the primary reason for doing this?

- A. To prevent theft of employee belongings
- B. To reduce clutter in the kitchen
- C. To avoid contamination of food and food-contact surfaces
- D. To comply with fire safety regulations

76 What should a foodservice operation do when accommodating guests with service animals?

- A. Allow service animals only if the guest provides veterinary records
- B. Permit dogs in all indoor and outdoor areas without restriction
- C. Deny entry to all animals to avoid potential health code violations
- D. Check with the local regulatory authority for specific requirements

77 Which situation is an imminent health hazard?

- A. A backup from a floor drain that has come in contact with food
- B. A storm that has left the facility without power for over an hour
- C. A ventilation system that has left grease buildup on walls and ceilings
- D. A dishwasher breakdown requiring the use of a three-compartment sink to clean and sanitize items

78 Sewage backs up in a food storage area and there is a significant risk of contamination to food. What should be done?

- A. Execute a HACCP plan.
- B. Reduce the hours of operation.
- C. Stop service and notify the regulatory authority.
- D. Continue service but notify the regulatory authority.

79 A foodservice establishment experiences a power outage and closes to protect the public. When can the establishment reopen?

- A. Once they have approval from the regulatory authority
- B. Once power is restored and refrigeration units are running
- C. After discarding all TCS food and sanitizing food-contact surfaces
- D. When the manager determines that food safety procedures have been followed

80 A manager is notified of a recall on a specific food item. What must the manager do with the recalled item?

- A. Combine the item with non-recalled items during preparation
- B. Record the names of customers who purchase the item
- C. Store the recalled item separately from other food
- D. Sell the recalled item within 24 hours

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	C	☐	Self-Inspections	183
②	A	☐	Self-Inspections	183-184
③	B	☐	Plan Review	192
④	C	☐	Plan Review	192
⑤	D	☐	Food Safety Culture	176
⑥	B	☐	Food Safety Culture	176-177
⑦	A	☐	When a HACCP Plan Is Required	183
⑧	A	☐	The Seven HACCP Principles	182
⑨	A	☐	Refilling containers	160
⑩	A	☐	Food Defense	40
⑪	A	☐	Training	14
⑫	D	☐	Training	14
⑬	A	☐	Restricting or Excluding Staff for Medical Conditions	78
⑭	D	☐	Restricting or Excluding Staff for Medical Conditions	78
⑮	D	☐	Restricting or Excluding Staff for Medical Conditions	78
⑯	B	☐	Work Attire Guidelines	75
⑰	B	☐	Where to Wash Hands	64
⑱	D	☐	When to Change Gloves	71
⑲	A	☐	Hand-Care Guidelines	68
⑳	A	☐	Food Labels	45
㉑	D	☐	How to Avoid Cross-Contact	47
㉒	A	☐	Most Common Food Allergens	44
㉓	C	☐	Preventing Allergic Reactions: Posting Notification	45
㉔	B	☐	How to Avoid Cross-Contact	47
㉕	A	☐	How to Avoid Cross-Contact	47

Question	Answer	Mark If Incorrect	Heading	Manager Book Page Number
26	A	☐	What to Do if Cross-Contact has Occurred	47
27	B	☐	Labeling Food That Is Packaged On-Site for Retail Sale	115
28	D	☐	Approved, reputable suppliers	106
29	B	☐	Receiving and Inspecting	107
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35	B	☐	How to Check Temperatures	138
36	B	☐	Cooking Requirements for Specific Types of Food	139
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39	A	☐	Temperature Requirements for Cooling Food	144
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44	A	☐	Date-Marking	115
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51	A	☐	Consumer Advisories	141
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53	A	☐	Self-Service Areas	164
54	B	☐	Clean and sanitized utensils	160
55	C	☐	When to Clean and Sanitize	214

Question	Answer	Mark If Incorrect	Heading	Manager Book Page Number
56	A	☐	Off-Site Service	165
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58	B	☐	Cleaning and Sanitizing Surfaces	215
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60	D	☐	Disinfectants	216
61	A	☐	Developing a Cleaning Program	227
62	C	☐	Creating a Master Cleaning Schedule	227
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65	C	☐	Food Safety Management Systems	177
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69	D	☐	Water and Plumbing	197
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80	C	☐	Recalls	109

Mark the question numbers you missed. Then review the chapters associated with them.

If you missed these questions...	Then review these chapters
(11) (12)	Chapter 1
(10) (20) (21) (22) (23) (24) (25) (26)	Chapter 2
(13) (14) (15) (16) (17) (18) (19) (33) (34) (75)	Chapter 3
(35)	Chapter 4
(27) (28) (29) (30) (31) (32) (44) (45) (80)	Chapter 5
(36) (37) (38) (39) (40) (41) (42) (43) (46) (47) (51)	Chapter 6
(9) (49) (50) (52) (53) (54) (56)	Chapter 7
(1) (2) (5) (6) (7) (8) (65)	Chapter 8
(3) (4) (48) (64) (66) (67) (68) (69) (70) (71) (72) (73) (74) (76) (77) (78) (79)	Chapter 9
(55) (57) (58) (59) (60) (61) (62) (63)	Chapter 10