

# Service Industry

## CA-Food-Handler

### CA Food Handler Certification Exam

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## Question: 1

Which of the following is not safe behavior?

- A. Wearing an apron.
- B. Placing hands in pockets.
- C. Wearing gloves.
- D. Washing hands.

**Answer: B**

Explanation:

The question presents various options and asks which one is considered unsafe behavior. To determine the correct answer, we need to evaluate each option in the context of safety and hygiene, particularly in environments such as laboratories, kitchens, or medical facilities.

The first option listed is "Wearing an apron." Wearing an apron is generally a safe practice as it serves to protect the wearer's clothing and skin from spills, stains, or hazardous materials. In many professional settings, such as cooking and laboratory work, wearing an apron is a standard safety procedure.

The second option is "Placing hands in pockets." This is generally considered unsafe or unhygienic behavior in many professional settings. Placing hands in pockets can lead to several issues: it prevents quick reaction to accidents, suggests a casual attitude towards safety protocols, and most importantly, it increases the risk of spreading contaminants. Hands that have been in pockets might have touched unsterile surfaces inside the pocket, and placing them back into a work environment without washing can transfer germs or chemicals.

The third option, "Wearing gloves," is typically a safe practice, especially in environments where handling hazardous or unhygienic materials is common. Gloves protect the hands from coming into direct contact with harmful substances and help prevent the spread of contaminants.

The fourth option, "Washing hands," is universally recognized as a critical safety and hygiene practice. Regular handwashing is fundamental in preventing the spread of infections and maintaining general cleanliness in any setting.

Based on the analysis of all the options, "Placing hands in pockets" is clearly the unsafe behavior. It not only poses a risk of contamination but also contradicts the proactive safety measures required in professional and hygienic environments. The other listed behaviors—wearing an apron, wearing gloves, and washing hands—are all practices that promote safety and hygiene.

## Question: 2

The retail industry embraces the concept of Good Retail Practices (GRPs). They are preventive measures that include practices and procedures which effectively control the introduction of which of the following?

- A. pathogens

- B. chemicals
- C. physical objects into food
- D. all of the above

**Answer: D**

Explanation:

Good Retail Practices (GRPs) are essential preventive measures employed in the retail industry, particularly within food-related businesses. They encompass a range of practices and procedures specifically designed to prevent the introduction of contaminants that can jeopardize food safety. These contaminants include pathogens, chemicals, and physical objects.

Pathogens are harmful microorganisms such as bacteria, viruses, and fungi, which can cause foodborne illnesses if they contaminate food products. By implementing GRPs, retail establishments can significantly reduce the risk of such biological contamination. This may involve measures like maintaining proper hygiene, controlling cooking temperatures, and ensuring the cleanliness of all surfaces and equipment that come into contact with food.

Chemicals, which can inadvertently contaminate food, include cleaning agents, pesticides, and substances that can migrate from packaging materials. GRPs help in managing and controlling the use of these chemicals to ensure that they do not come into contact with food or, if they do, that they are within safe levels. Proper storage, handling, and usage of chemicals are critical components of GRPs. Physical objects such as glass, metal, or plastic can also pose significant hazards when they find their way into food products. These physical contaminants can lead to injury or pose choking hazards to consumers. GRPs address these risks by establishing protocols for preventing contamination during the manufacturing, packaging, and displaying processes. This might include regular maintenance and inspection of equipment to ensure no breakdowns that could lead to contamination.

Implementing GRPs is fundamental in food establishments as they serve as the foundational elements for more comprehensive food safety management systems, such as the Hazard Analysis and Critical Control Points (HACCP) plan. HACCP 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. GRPs are considered prerequisites for establishing an effective HACCP plan because they ensure a baseline level of hygiene and safety that can be built upon with more specific controls. In summary, GRPs are integral to maintaining high standards of food safety in retail environments by controlling the introduction and potential impacts of pathogens, chemicals, and physical contaminants. These practices not only protect consumer health but also enhance the overall quality of food products in the retail industry.

### Question: 3

Responsibilities for managing and controlling food in a food establishment include all of the following except:

- A. washing the equipment you have used
- B. not keeping the work area clean and orderly
- C. other duties, as they are assigned
- D. rotating stock

**Answer: B**

Explanation:

The question asks to identify which of the given options is NOT a responsibility for managing and controlling food in a food establishment. To solve this, we need to consider what typical responsibilities might include and which option listed contradicts these responsibilities.

The primary responsibilities in managing and controlling food in a food establishment broadly involve ensuring food safety, cleanliness, and operational efficiency. This includes several specific tasks:

**\*\*1. Washing the equipment used:\*\*** This is a crucial responsibility as it prevents the buildup of bacteria and cross-contamination between different food items, which can lead to foodborne illnesses. This task ensures that all tools and machinery used in food preparation are sanitized and safe for continued use.

**\*\*2. Keeping the work area clean and orderly:\*\*** This responsibility is fundamental in food management as it directly affects the safety and quality of the food being prepared. A clean and orderly work area helps in preventing accidents, maintaining hygiene standards, and improving workflow efficiency.

**\*\*3. Other duties as assigned:\*\*** These can vary but generally include tasks that support the overall operation of a food establishment, such as stocking supplies, labeling containers correctly, and ensuring that food items are stored properly.

**\*\*4. Rotating stock:\*\*** Implementing proper stock rotation, often using the 'first-in, first-out' (FIFO) method, ensures that old stock is used before newer deliveries. This is important to prevent food spoilage and waste, ensuring that the ingredients used are fresh and safe for consumption.

Given these responsibilities, the correct answer to the question is "not keeping the work area clean and orderly." This option directly contradicts a fundamental responsibility in food management, which is maintaining cleanliness and order in the workspace. All other options listed align with the expected responsibilities of someone managing and controlling food in a food establishment.

### Question: 4

Fungi are a group of organisms which includes which of the following?

- A. molds
- B. yeast
- C. mushrooms
- D. all of the above

**Answer: D**

Explanation:

The question asks which group of organisms is included in the fungi kingdom. The options given are molds, yeast, mushrooms, and "all of the above." To address this, it is crucial to understand that fungi is a diverse kingdom distinct from plants, animals, and bacteria. This kingdom encompasses a wide variety of organisms, each adapting and functioning differently but sharing some common characteristics that classify them as fungi.

Firstly, molds are a type of fungi that are particularly known for their role in the decomposition of organic materials. They reproduce through the production of spores and are commonly found in various environments, particularly those which are moist and rich in organic matter. Molds are perhaps most

familiar to people because of their presence on food as it spoils, as well as their role in medicine (e.g., Penicillin from *Penicillium* mold).

Secondly, yeasts are another major group within the fungi kingdom. Unlike molds, yeast is unicellular and is famously used in the fermentation process. Yeasts convert carbohydrates to carbon dioxide and alcohols in anaerobic conditions, a process critical in the production of bread, beer, and wine.

Additionally, certain yeasts can be pathogenic to humans, but they are also key tools in genetic research due to their simple cellular organization.

Thirdly, mushrooms represent the most visually recognizable form of fungi. They are multicellular organisms that grow from the ground or a food source's surface. Mushrooms are the fruiting bodies of some types of fungi, and they play a crucial role in nature by breaking down organic matter and recycling nutrients back into the ecosystem. Some mushrooms are edible and are harvested for food, whereas others can be toxic and dangerous.

Given that molds, yeasts, and mushrooms are all included under the fungi kingdom, the correct answer to the question is "all of the above." Fungi are incredibly diverse and are found in almost every habitat on Earth, including soil, air, and water. They can be symbiotic, decomposers, or pathogens, showcasing their versatile roles in ecological systems. Importantly, fungi contribute significantly to the environment by decomposing material, which recycles nutrients and facilitates ecosystem functioning. They also have various uses in food production, medicine, and industry, demonstrating their importance to human activities as well.

### Question: 5

Soft piles in the corner indicate which of the following?

- A. Rodents.
- B. Cockroaches.
- C. Crickets.
- D. Flies.

**Answer: A**

Explanation:

The presence of soft piles in the corners of a room or building is often a strong indicator of a rodent infestation. Rodents, such as mice and rats, tend to collect various materials like fabric, shredded paper, insulation, and other soft items to build their nests. These nests are usually hidden in secluded, less-disturbed areas such as corners, behind appliances, or within wall voids.

Identifying these soft piles is critical as it not only signals the presence of rodents but also points to potential breeding sites. Rodents reproduce quickly, and a small problem can escalate into a full-blown infestation if not addressed promptly.

To manage a rodent problem, thorough cleaning is essential. Removing clutter and potential nesting materials can discourage rodents from settling in. It is also important to seal any entry points to prevent further access. Small cracks and holes in walls, floors, and foundations should be sealed with appropriate materials.

Additionally, placing traps can help reduce the rodent population. Various types of traps are available, including snap traps, live traps, and glue traps. The choice of trap may depend on the extent of the infestation and personal preference regarding humaneness. Baiting these traps with peanut butter, cheese, or other attractive foods can increase their effectiveness.

In severe cases, or when DIY methods do not suffice, it may be necessary to seek professional pest control services. Professionals can provide a more comprehensive approach to eradication, possibly using more potent baits and poisons, which should be handled with care, especially in homes with children or pets.

In conclusion, soft piles in the corners are a likely indication of a rodent presence. Addressing the issue swiftly through cleaning, sealing off entry points, and setting traps is crucial in preventing a larger infestation and ensuring a clean, safe environment.

## Question: 6

All of the following are features to consider when selecting equipment except:

- A. size
- B. cleaning can be difficult
- C. cost
- D. safety

**Answer: B**

Explanation:

When selecting equipment for any purpose, there are several important features to consider to ensure the equipment will meet your needs effectively and efficiently. However, the statement "cleaning can be difficult" does not represent a feature to consider but rather a potential drawback of certain equipment. Below, we'll expand on the key features that should be considered when selecting equipment, and why "cleaning can be difficult" does not fit as a considered feature.

**\*\*Ease of Cleaning\*\*:** Equipment should ideally be easy to clean. This is important for maintaining hygiene, particularly in industries like food processing or healthcare, and for ensuring the longevity and proper functioning of the equipment. If equipment is difficult to clean, it may harbor bacteria or break down faster due to the accumulation of dirt and grime. Therefore, when selecting equipment, one should look for designs that are easy to maintain and clean, which contradicts the idea that "cleaning can be difficult" being a feature to consider.

**\*\*Size\*\*:** The size of the equipment is crucial depending on the available space and the scale of operations in which it will be used. The right size ensures that the equipment fits well within the designated area without causing congestion or inefficiency. It should be proportional to the workload and capacity requirements of the task at hand.

**\*\*Cost\*\*:** Budget considerations cannot be overlooked when selecting equipment. It involves evaluating not just the initial purchase price but also long-term costs such as maintenance, repairs, and operational costs. Equipment should be cost-effective and provide value for money over its lifespan.

**\*\*Safety\*\*:** Safety is paramount when choosing equipment. The selected equipment must comply with industry-specific safety standards to protect users and operators from harm. Features like emergency stops, guards, and safety switches are important to consider.

**\*\*Performance and Suitability for the Job\*\*:** Above all, the equipment must be capable of performing the tasks it is meant for. This involves considering its functionality, efficiency, reliability, and compatibility with other systems. The equipment should meet or exceed the required performance standards to ensure productivity and effectiveness. In summary, while features like ease of cleaning, size, cost, safety, and performance are critical to consider when selecting equipment, the difficulty of cleaning is a drawback rather than a feature to seek. Equipment selection should focus on features that

enhance operational efficiency and safety, not those that could hinder the effective use of the equipment.

### Question: 7

All of the following are preventive measures that can be used to eliminate the possibility of cross contamination except:

- A. always store raw foods above ready-to-eat and cooked foods
- B. keep raw and ready-to-eat foods separate during storage
- C. use good personal hygiene and handwashing
- D. keep all food-contact surfaces clean and sanitary

**Answer: A**

Explanation:

To address the question regarding preventive measures that can be used to eliminate the possibility of cross-contamination, it's important to understand what cross-contamination is and how it can be managed in food handling and storage. Cross-contamination occurs when harmful bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with the potential to cause illness. This is particularly concerning in food environments where raw and cooked foods interact.

The correct preventive measure in the context of the food storage hierarchy is to always store raw foods **BELOW** ready-to-eat and cooked foods in refrigeration units or storage areas. This method prevents the juices or substances from raw foods, which may contain pathogens, from dripping onto and contaminating the foods that are ready to be eaten or have already been cooked. Hence, the correct storage order significantly helps in reducing the risk of foodborne illnesses.

The statement "always store raw foods above ready-to-eat and cooked foods" mentioned in the question is incorrect and represents a practice that would indeed increase the risk of cross-contamination rather than preventing it. This misplacement in storage is a common error and goes against standard food safety protocols which advocate for the opposite—that is, keeping raw foods below ready-to-eat and cooked foods.

Other preventive measures listed such as keeping raw and ready-to-eat foods separate during storage, using good personal hygiene and handwashing, and keeping all food-contact surfaces clean and sanitary are all valid and crucial practices. These measures each play a vital role in preventing the spread of contaminants in a food handling environment. Good personal hygiene and regular handwashing prevent the transfer of bacteria from humans to food surfaces or foods themselves. Similarly, maintaining clean food-contact surfaces ensures that these areas do not become breeding grounds for bacteria which could then be transferred to food.

In summary, except for the incorrect practice of storing raw foods above ready-to-eat and cooked foods, all other measures listed are effective strategies to reduce or eliminate the risk of cross-contamination in food storage and handling areas. The correct approach is always to store raw foods below ready-to-eat and cooked foods to prevent drips and potential contamination, thereby enhancing food safety.

### Question: 8

Food product flow refers to the alternative paths within foodservice operations that food and menu items may follow and includes all of the following factors except:

- A. food flow begins with receiving
- B. food flow ends with service to the customer
- C. food service managers are not receptive to using new forms of food with built-in convenience and labor-saving features
- D. food flow is a part of food service operations

**Answer: C**

Explanation:

Food product flow in foodservice operations describes the journey that food and menu items take from the moment they are received at a facility to the point they are served to the customer. This flow encompasses several critical steps, including receiving, storage, preparation, cooking, holding, and finally, service. Each of these phases is integral to ensuring that food is handled safely, prepared efficiently, and served fresh and at the appropriate temperature.

The question specifically asks about the factors involved in food product flow and highlights a statement that does not accurately describe typical practices within foodservice management: "food service managers are not receptive to using new forms of food with built-in convenience and labor-saving features." Contrary to this statement, the reality in the foodservice industry is quite different. With the increasing cost of labor and frequent shortages of skilled labor, food service managers are indeed very much inclined to adopt new food products that offer convenience and help save labor. These products can include pre-cut vegetables, pre-marinated meats, or ready-to-cook meals, which significantly reduce preparation time and the skill level required for handling.

Such convenience and labor-saving food products not only help manage costs but also allow establishments to maintain consistency in food quality and service, despite potential fluctuations in staff expertise and availability. Therefore, the statement that food service managers are not receptive to these innovations is incorrect and does not align with the current trends and necessities of the foodservice industry.

In summary, food product flow is an essential concept in foodservice operations, ensuring that food travels safely and efficiently from receipt to service. The adoption of convenience and labor-saving food products is a critical strategy employed by food service managers to cope with operational challenges such as high labor costs and staff shortages. The incorrect statement in the question highlights a misunderstanding of these managerial strategies in contemporary foodservice practice.

### Question: 9

Quaternary Ammonium Compounds, or Quats, is applied at which of the following concentrations?

- A. 100 ppm.
- B. 700 ppm.
- C. 1000 ppm.
- D. 200 ppm.

**Answer: D**



Explanation:

Quaternary Ammonium Compounds, commonly known as Quats, are a group of antimicrobial compounds that have widespread uses in cleaning and disinfection in various settings, including healthcare, food service, and domestic environments. Quats are favored for their effectiveness against a variety of microorganisms, including bacteria, viruses, and fungi.

The effectiveness of Quats depends significantly on their concentration when applied to surfaces or used in solutions. The optimal concentration for the application of Quats is typically around 200 parts per million (ppm). At this concentration, Quats are effective in sanitizing and reducing the presence of pathogens on treated surfaces without leaving high residue levels or causing damage to surfaces or harm to humans.

It is important to adhere to the recommended concentration of 200 ppm because insufficient concentration may not effectively eliminate harmful microorganisms, and excessively high concentrations could lead to issues such as increased toxicity, material degradation, or skin irritation in users. Furthermore, using the correct concentration helps in maintaining the cost-effectiveness of the cleaning process and environmental safety.

When preparing solutions of Quats, it is essential to follow manufacturer guidelines and safety data sheets that provide specific instructions on dilution and application to ensure safety and effectiveness. Proper training for personnel handling these compounds is also crucial to avoid misuse and potential health risks.

In summary, Quats should be applied at a concentration of 200 ppm for optimal sanitization. This concentration balances efficacy and safety, ensuring that surfaces are effectively cleaned without posing additional risks to users or the environment.

### Question: 10

The approximate temperature of packaged foods can be measured accurately without the need to open the package by doing all of the following except:

- A. place the stem or probe of the thermometer between two packages of food
- B. fold the package around the stem or probe to make good contact with the packaging
- C. you must open the package to measure the temperature of a packaged food
- D. taking an accurate temperature reading using a proper thermometer with a stem or probe

**Answer: C**

Explanation:

The question presented asks about methods to accurately measure the temperature of packaged foods without opening the package, except for one incorrect option. To understand the correct approach, we'll review the methods mentioned and identify the exception.

Firstly, placing the stem or probe of the thermometer between two packages of food is a viable method for measuring temperature. This approach allows the thermometer to assess the ambient temperature of the packages without puncturing or opening them. This technique relies on the assumption that the external temperature of the packages reflects their internal temperature, which is often the case with uniformly distributed or well-insulated contents.

Another method mentioned is folding the package around the stem or probe to make good contact with the packaging. This method enhances the contact between the thermometer and the product,

potentially providing a more accurate reading of the surface temperature, which can be closely indicative of the internal temperature, especially in fluid or semi-solid packaged foods.

However, the option stating that "you must open the package to measure the temperature of a packaged food" contradicts the premise of the question. This statement is incorrect as the entire focus is on measuring temperatures without opening the package. Opening the package would indeed allow for a direct measurement of the food's internal temperature but defies the purpose of non-invasive temperature checks, which are often necessary for maintaining product integrity, safety, and compliance with health regulations.

Lastly, taking an accurate temperature reading using a proper thermometer with a stem or probe, when done correctly by placing it between packages or using the folding method, does not require opening the package. This reaffirms that the methods involving the thermometer's external application are valid. In summary, the exception in the methods provided is the statement that you must open the package to measure the temperature. This approach is not aligned with the non-invasive techniques described, which are specifically designed to avoid package opening while still ensuring accurate temperature assessments.

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