

ServSafe® Manager Certification — STUDENT AGENDA

Activity and Video-Based | 8-Hour Format | 8:30 AM – 5:00 PM

TIME	SESSION	WHAT TO EXPECT	DURATION
GETTING STARTED			
8:30 AM	Welcome & Introductions	Your instructor and fellow students will introduce themselves.	
	Course Overview	The instructor will walk through today's schedule, exam details, break and lunch times, and class materials.	
CHAPTER 1 — Providing Safe Food			
	Class Discussion	The costs and dangers of foodborne illness, populations at high risk, and how to prevent food from becoming unsafe.	
CHAPTER 2 — Forms of Contamination			
	Microorganisms Overview	Pathogens, FAT TOM conditions, TCS foods, and biological, chemical, and physical contaminants.	
	Teach the Bug Activity	Allergens and contamination. Pathogens and their key characteristics.	
	 BREAK		10 min
CHAPTER 3 — The Safe Food Handler			
	Class Discussion	How food handlers can contaminate food, proper handwashing, hand care, glove use, personal cleanliness, and illness/injury reporting. Updated food safety guidance.	
CHAPTER 4 — The Flow of Food: An Introduction			
	Class Lesson	Introduction to HACCP and how food moves safely through an operation from receiving to service.	
CHAPTER 5 — The Flow of Food: Purchasing, Receiving & Storage			
	Class Lesson	Approved suppliers, receiving temperatures and procedures, FIFO rotation, and proper storage methods by food type.	
11:45 AM	 LUNCH BREAK		45 min
CHAPTER 6 — The Flow of Food: Preparation			
12:30 PM	Class Discussion	Thawing, marinating, cooking temperatures and methods, and reheating. Cooling procedures and time-temperature control.	
CHAPTER 7 — The Flow of Food: Service			

TIME	SESSION	WHAT TO EXPECT	DURATION
	What Did I Do Wrong?	Holding food and serving food safely. Brief lesson on off-site service. Interactive activity where you will identify food safety violations in a scenario.	
CHAPTER 8 — Food Safety Management Systems			
	Class Lesson	Active Managerial Control, all 7 HACCP principles, regulatory inspections, and crisis management. This is one of the most heavily tested chapters - follow along closely.	
	 BREAK		10 min
CHAPTER 9 — Sanitary Facilities & Pest Management			
	Activity: Pests vs PCOs	Sanitary facility design and equipment. Lesson on pest prevention and control. Interactive activity where you will distinguish pest signs from pest control officer responsibilities.	
CHAPTER 10 — Cleaning and Sanitizing			
	Class Discussion	Cleaning and sanitizing procedures. Lesson on manual and mechanical dishwashing, sanitizer concentrations and testing, and proper dry storage.	
CERTIFICATION EXAM			
	Final Q&A - Open Review	Your instructor will open the floor for any last questions on course content. Use this time to ask about anything you're unsure of before the exam.	
	Exam Instructions & Material Distribution	Your instructor will review the exam rules. Please clear your table before materials are handed out.	
~4:00 PM	 SERVSAFE CERTIFICATION EXAM BEGINS		
~4:00 PM	Certification Examination	No reference materials are permitted during the exam. You will see your result at the end of the examination.	180 Minutes
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