



CPFM Food Services Information Bulletin for Certification Candidates

About the Examination

Designed for professionals working in the food service industry, such as restaurants or other dining establishments, the Certified Professional Food Managers (CPFM) examination/ food safety program is accredited by the American National Standards Institute (ANSI) and recognized by the Conference for Food Protection (CFP). The exam is available in English and bilingual versions of English/Spanish, English/Traditional Chinese, English/Vietnamese and English/Korean in the paper/pencil-based testing (PBT) format. It is offered in English and English/Spanish and English/ Korean in the Internet-based testing (IBT) format and in English only in the computer-based testing (CBT) format.

The examination is a closed-book proctored exam. The exam contains 80 questions in multiple-choice format with four answer options available for each question. Candidates are allowed two hours to complete the exam.

Content Outline Overview

The content outline below is the basis of the exam. It lists all subjects covered by each exam and approximate percentage of questions asked about each topic.

As of 2014

ACCOMMODATION	%
Principles of Food Safety	42
Foodborne Illness	23
Food Safety Education	10
Facilities and Equipment	14
Integrated Pest Management	7
Food Safety Regulations	4

The minimum passing score for all exams is 70% unless designated otherwise by a jurisdictional governmental agency.

References

The references listed below were used to develop the CPFM exam. While these references may be helpful as study guides, they are not allowed in the exam room.

No other reference materials, loose papers or handwritten notes will be permitted in the exam room. Prometric reserves the right to exclude any materials from the exam room.

ACCOMMODATION	
1	2013 United States Food Code
2	Certified Professional Food Manager: Course Manual, 2015 5th Edition, NEHA National Environmental Health Association 720 S. Colorado Blvd, Suite 1000-N, Denver, CO 80246-1926, support@neha.org; www.neha.org.

Paper/Pencil Answer Sheets and Scoring

Candidates may not write in the exam booklets. Proctors must provide candidates with specific directions for completing answer sheets to ensure that the exam will be scored accurately.

All answers must be marked on the separate answer sheets provided with the exam booklets. Exams will not be scored if the answer sheet has not been completed.

Exam Delivery Options

There are three delivery options for the CPFM exams: paper/pencil-based testing (PBT), Internet-based testing (IBT) and computer-based testing (CBT) at a testing center.

Certificate Information

Upon successfully passing the CPFM exam, a candidate will receive a certificate that is valid for 3-5 years depending on their jurisdiction. Prometric will charge a \$25 fee for a replacement certificate.



Certified Professional Food Manager

I. Principles of Food Safety 42% (34)

A. Food Protection Procedures 80% (27)

1. biological, chemical and physical contaminants
2. cross-contamination prevention methods
3. the spread of foodborne illness (e.g. hand, fecal-oral, person-to-person)
4. written policies and procedures (e.g. eating, drinking, smoking, gum chewing)
5. food contamination by employees (e.g. with bare hands, wash cloths, clothing/attire)
6. personal hygiene practices (e.g. hand washing, hand care, clothing, hair, jewelry)
7. hand washing station requirements (e.g. liquid soap, paper towels, water, trash)
8. glove usage (e.g. types of gloves, when to change gloves)
9. procedures for handling ready-to-eat foods (RTE)
10. thawing procedures (e.g. pull/thaw process)
11. batch cooking/prepping procedures
12. cooling and reheating procedures
13. microwave use (e.g. cooking, thawing, reheating)
14. time as a food safety control
15. potentially hazardous foods (PHF) (time/temperature control safety [TCS])
16. food storage placement (e.g. raw, ready-to-eat, dry)
17. First-in, First out (FIFO)
18. food labels (e.g. date marking, allergens, ingredients)
19. manufacturer instructions (e.g. Modified Air Packaging [MAP] specifications)
20. types of thermometers (e.g. digital, analog, infrared)
21. thermometer accuracy/calibration (e.g. ice point, boiling point, reference thermometer)
22. thermometer use (e.g. reading, placement, care/maintenance)
23. security (facility, food [deliberate contamination])
24. admission procedures (e.g. facility entry, inspectors)
25. delivery driver verification
26. vehicle inspection (e.g. sanitation, temperature)
27. approved sources (e.g. food, vendor, equipment, substitutions)
28. receiving (e.g. order, food deliveries, order verification)
29. accept/reject criteria
30. Critical Control Points (CCPs) and Standard Operation Procedures (SOPs) for the operation
31. HACCP Principles (e.g. 7 steps)
32. food safety systems training (HACCP)
33. hazard communication requirements (e.g. right-to-know, MSDS, labels)
34. hazardous materials (e.g. labels, usage, handling procedures, record keeping procedures)
35. safe storage (e.g. hazardous materials)
36. labels laws-facility use and disposal of chemicals to prevent groundwater contamination

B. Temperature

20% (7)

1. Temperature Danger Zone (e.g. time limits)
2. cooking temperatures (e.g. target temperatures, microwave)
3. heating and cooling
4. holding temperatures

II. Foodborne Illness

23% (18)

- A. Food Safety Principles (e.g. preparation, storage, distribution)
- B. Health policies and practices (e.g. exclusion, restriction)
- C. Causes of foodborne illnesses (e.g. bacteria, viruses, parasites)
- D. Leading causes of foodborne illnesses (e.g. CDC risk factors)
- E. Reportable illnesses (e.g. the Big Five)
- F. Potentially hazardous foods (PHF), time/temperature control for safety (TCS)
- G. Cooking, holding, cooling, and reheating procedures
- H. Food protection (e.g. preparation to service, dented cans)
- I. Self-service protection (e.g. accessible to consumers)
- J. Foodborne illness symptoms
- K. Chemical contaminants (e.g. pesticides, cleaning agents, heavy metals)
- L. Chemicals storage (e.g. chemicals stored separate from food)
- M. Corrective action for contamination occurrences
- N. Documentation (e.g. incidents, customer complaint, employee illness, reporting, health authorities)
- O. Major foods that cause most allergic reactions
- P. Allergic reactions and symptoms (e.g. rashes, body temperatures, anaphylactic shock)
- Q. Customer notifications (e.g. allergens, undercooked foods)
- R. Food labels (e.g. ingredients)
- S. Methods to clean and sanitize food contact surfaces (FCS) and maintain self-service areas (e.g. tray supports, storage area for dishes/flatware, food shield, clean dishes on second service)
- T. Labeling techniques for date marking and identifying foods in storage
- U. Internal audit (e.g., line check, inspection of premises, food process)

III. Food Safety Education

10% (8)

- A. Employee training (e.g. hand washing, hygiene, basic cleaning and sanitizing, food time/temperature control)
- B. Unsafe food handling practices (e.g. proper utensil storage)
- C. Cross-contamination prevention practices
- D. Methods to clean and sanitize (e.g. contact/non-contact surfaces, utensils, equipment)

IV. Facilities and Equipment

14% (11)

- A. Methods to clean and sanitize (e.g. contact/non-contact surfaces, self-serving areas)
- B. Schedule(s) for cleaning and sanitizing (e.g. hourly, daily, weekly, per use)
- C. Ware washing equipment and temperatures (e.g. sanitizing, testing strips, recordkeeping, descaling)
- D. Manual washing (e.g. three-compartment sink, hot/chemical sanitizing, test strips, air drying)
- E. Hood vents and filter cleaning requirements
- F. Safe food flow (e.g., kitchen design and equipment placement)
- G. Safe practices (e.g. placement of equipment, appliances)

- H. Requirements for separate rooms and/or safe storage (e.g., hazardous material storage, chemical storage)
- I. ANSI standards and approval agencies (e.g. equipment purchasing and selection)
- J. Regulations and standards (e.g. area/task lighting, ventilation)
- K. Gauges and thermometers (calibration, maintaining measuring equipment, proper record keeping)
- L. Prevention of cross connection by air gap or backflow prevention (e.g. devices, identifying situations, proper plumbing)
- M. Waste management practices (e.g. disposal, separating, recycling, scheduling, dumpster location, dumpster cleaning, solid waste)
- N. Hazardous material (e.g., labels, usage, handling and storage procedures, MSDS/SDS record keeping methods)
- O. Type facility (e.g. type of food preparation, risk assessment)
- P. Approved food facility materials (e.g. floors, ceilings, walls)

V. Integrated Pest Management

7% (6)

- A. Pests (e.g. offspring, carcasses, shedding, droppings, infestation)
- B. Pest behaviors (e.g. contaminate foods, reproductive cycles, marking territory, facility entry, survival)
- C. Surveillance techniques (e.g. pest problems)
- D. Methods to secure facilities against pests (e.g. air curtain, screen, door sweeps, crack and crevice sealing)
- E. Methods to protect food in storage
- F. Integrated pest management (e.g. cleaning practices to discourage pests, sanitation, facility control)
- G. Pest control professionals (e.g., licensed pest control operators, pesticide operator selection, frequency of pesticide operator visits)
- H. Pesticide label law (e.g. FIFRA act)
- I. Hazard communication requirements

VI. Food Safety Regulations

4% (3)

- A. Food safety code
- B. Health regulatory authority
- C. Food safety inspection reports
- D. Acceptable reasons/methods for sampling
- E. Right to routine inspections
- F. Right to appeal violations (e.g. closures, suspensions, violations)
- G. Employee rights of refusal (e.g. sampling, health interviews)
- H. Process to correct violations
- I. SOPs for safe food handling (e.g. Federal Regulations)
- J. Reportable illnesses
- K. Documentation (e.g. incidents, customer complaint, employee illness, reporting, health authorities)
- L. Signage requirements (e.g., allergens, menu disclaimer, handwashing)
- M. Obligations to honor customer contracts to deliver safe food (e.g. accurately represent menu items, disclosing undercooking hazards, label allergen information, source foods from safe sources)
- N. Code standards (e.g. building code, safety code, food code)
- O. Hazard communication requirements (e.g., MSDS/SDS, OSHA)
- P. Employee privacy of personnel and health records (e.g. HIPAA, illness log, privacy law)
- Q. HACCP plan requirement