

# Level 3 Award in Supervising Food Safety and Hygiene (Retail)

Ofqual Qualification Number 603/2396/6

## Paper Number: Specimen

**IMPORTANT: READ THE FOLLOWING INSTRUCTIONS CAREFULLY**

1. This paper must be left on your desk at the end of the examination.
2. You should enter your answers on the accompanying answer sheet.  
Each Question has only ONE correct answer.
3. You are allowed 90 minutes to complete the examination.
4. This exam paper consists of 45 questions. (specimen only has 35 questions)
5. You should answer all of the questions.
6. The Pass mark for this paper is 30/45. (on the actual examination paper)

## SECTION ONE

This section consists of 30 multiple-choice questions. You should answer every question. Each question has **ONLY ONE** correct answer.

- 1 High risk food is used to describe:**
  - A food containing bacterial pathogens
  - B raw foods contaminated by viruses
  - C unwashed food covered with soil and dirt
  - D ready-to-eat food supporting bacterial growth
  
- 2 Which groups are all at higher risk of food poisoning?**
  - A students, care home residents and cruise passengers
  - B adolescents, adults and school catering employees
  - C cruise ship passengers, hospital patients and food retail staff
  - D care home residents, infants and those with reduced immunity
  
- 3 A convalescent carrier is someone who:**
  - A is now clear of infection and is no longer a source of pathogens
  - B has recovered from an infection but is still a source of pathogens
  - C harbours pathogens but has never shown symptoms of infection
  - D is a source of pathogens and still shows symptoms of infection
  
- 4 A food safety hazard is BEST defined as:**
  - A a significant risk to consumer health from food
  - B bacteria and chemicals found in all types of foods
  - C pathogenic bacteria common in some raw foods
  - D an agent or condition in food that may cause harm
  
- 5 Which of these are ALL examples of physical contamination?**
  - A pest bodies, detergents, mould
  - B viruses, false nails, peanuts
  - C hair, cardboard, glass
  - D wood, pesticides, polythene
  
- 6 Which of the following foods is the MOST likely source of harmful bacteria in storage areas?**
  - A dried food ingredients
  - B pickled foods
  - C raw fish and shellfish
  - D raw fruit and vegetables
  
- 7 A spore is the:**
  - A resistant stage of some bacteria
  - B heat sensitive stage of all bacteria
  - C vegetative stage of all bacteria
  - D active growth stage of some bacteria
  
- 8 All of the following statements about toxins are correct except for?**
  - A some bacteria release toxins when growing in food
  - B all bacterial toxins are destroyed by heating
  - C some bacteria release toxins into the human gut
  - D toxins tend to cause vomiting and diarrhoea
  
- 9 Which of the following are most likely to be symptoms of physical hazards in food?**
  - A choking and cuts inside the mouth
  - B nausea and diarrhoea and vomiting
  - C burning sensation in the mouth
  - D anaphylactic shock from peanuts

- 10 A retail supervisor finds a batch of confectionary on sale with an expired date mark. What should the supervisor do first?**
- A offer the confectionary for sale at a reduced price
  - B re-train staff in stock control procedures
  - C remove the items from sale, inform management
  - D alter the monitoring frequency for goods on display
- 11 According to legislation, food handlers MUST wear:**
- A suitable clean protective clothing
  - B long-sleeved protective clothing
  - C light-coloured clean protective clothing
  - D protective clothing when travelling to work
- 12 The advantage of colour coding systems is that they:**
- A reduce the risk of cross-contamination
  - B improve the work place environment
  - C help to rotate the use of equipment
  - D help to identify what needs to be cleaned
- 13 The cavity of a whole raw chicken contains some blood. How should the blood be removed before the bird is cooked?**
- A rinse the chicken in cold water in the “food wash only” sink
  - B use disposable paper towels to wipe the cavity clean
  - C gently wash the chicken in some warm water in a bowl
  - D pour boiling water into the cavity of the bird
- 14 Correct refrigerator temperatures will prevent the growth of:**
- A all bacteria and viruses
  - B psychrophillic bacteria
  - C all bacterial spores
  - D most pathogenic bacteria
- 15 Which ONE of the following time and core temperature combinations is a valid critical limit for the cooking process?**
- A 57°C for 15 minutes
  - B 60°C for 10 minutes
  - C 63°C for 5 minutes
  - D 70°C for 2 minutes
- 16 Warm water should be used for hand washing because:**
- A the temperature of the water kills bacteria
  - B it allows mixer taps to be used effectively
  - C soap is made more effective at removing bacteria
  - D the temperature of the water kills viruses
- 17 All of the following are signs of a cockroach infestation except for:**
- A gnawing marks
  - B dead bodies
  - C droppings
  - D egg cases
- 18 Food past its ‘use by’ date should be disposed of:**
- A within a week
  - B after 2 days
  - C immediately
  - D the next day

- 19 Detergents are used to clean floors to:**
- A reduce bacteria to a safe level
  - B remove dirt and grease
  - C clean and disinfect
  - D destroy all bacteria on floors
- 20 Checking the date codes of perishable deliveries is an example of:**
- A a control
  - B verification
  - C a corrective action
  - D monitoring
- 21 The law requires kitchens to have:**
- A an adequate supply of non-potable water
  - B durable corrosion-resistant sinks
  - C sterilizing sinks for dirty handling cloths
  - D sinks for washing equipment and food
- 22 In a HACCP system monitoring is used to:**
- A set critical limits at CCPs
  - B verify the HACCP plan
  - C confirm the process is controlled
  - D determine critical control points
- 23 The MAIN reason for implementing HACCP-based procedures is to:**
- A prevent identified food safety hazards causing harm
  - B produce evidence for a due diligence defence
  - C comply with accredited quality standards
  - D obtain a good local authority food hygiene rating
- 24 A food handler with poor personal hygiene should be:**
- A given refresher training
  - B confined to cleaning duties
  - C sent to the doctor
  - D immediately disciplined
- 25 Which ONE of the following is an example of verification activity?**
- A checking corrective action records are complete
  - B producing detailed work schedules
  - C setting performance quality standards
  - D establishing product specifications
- 26 Supervisors can help food business maintain high food safety standards by:**
- A keeping holiday records
  - B checking product quality
  - C preparing staff rotas
  - D training staff
- 27 Which ONE of the following would be described as a benefit of food safety training?**
- A meets quality assurance requirements
  - B gives staff confidence to carry out their job role
  - C maintains the price competitiveness of a business
  - D raises awareness of the effects of contamination

- 28 Which of the following can a supervisor use to report premises hygiene issues to management?**
- A** cleaning chemical data sheets
  - B** information about allergens
  - C** food storage audit results
  - D** temperature records
- 29 All of the following will promote an effective food safety culture except:**
- A** proactive leadership
  - B** management commitment
  - C** accountability
  - D** blame culture
- 30 A recent inspection has shown up major issues with poor cleaning of a retail unit and personal hygiene. The first place for a supervisor to seek assistance on promoting a more effective food safety culture, is most likely to be:**
- A** the local authority authorised officers
  - B** professional food safety organisations
  - C** external consultants
  - D** the Food Standards Agency

**END SECTION ONE**

**SECTION TWO**

**This section (question 31-35) consists of a scenario that has five questions.  
Each question has ONLY ONE correct answer**

**Specimen scenario: Department store in-house restaurant.**

The in-house restaurant of a department store has just received a food hygiene rating of 3 (designated as “generally satisfactory”), However, the authorised officer’s report highlighted the need for improvements in staff training and documentation of hygiene procedures.

Following acceptance of the report, the management has appointed a new supervisor to try to improve their rating at their next inspection which they have arranged for 3 months’ time.

The fresh food counters include counters for fresh-baked bread and patisserie, fish, raw meat and a delicatessen counter selling cheese and cooked meats.

There are a number of full-time and part-time staff who serve the customers, work in the in-store bakery and prepare the fish and cuts of meat for sale. The counters and preparation areas are cleaned by contract staff at the end of the day.

**31 The supervisor’s FIRST action on arriving at the restaurant should be to:**

- A** Replace all the part-time staff
- B** Assess the risk to food safety
- C** Review the range of fresh-food items
- D** Replace the contract cleaners

**32 The supervisor is told that none of the part-time staff have had any food hygiene training.**

**The MOST important reason for providing training to these staff is to:**

- A** Gain an improved food hygiene rating
- B** Give customers a better meal experience
- C** Ensure that they serve food safe to eat
- D** Improve the confidence of the employees

**33 With regards to the training what IMMEDIATE action should the supervisor take?**

- A** Put everyone on a Level 1 Food Safety course as soon as one becomes available
- B** Send everyone on a Level 2 Food Safety course as soon as possible
- C** Conduct 1 to 1 training of staff to demonstrate the correct procedures
- D** Find an online resolution and ensure all staff undertake the training in their own time

**34 The supervisor develops a set of procedures for staff to apply to the different food counters and preparation areas.**

**These procedures should BEST be communicated to staff by:**

- A** Leaving a folder containing all procedures in the staff rest area
- B** Team talks and feedback to staff about their operation of the procedures
- C** 1:1 sessions with the staff at the start of each working session
- D** Delegating one member of staff to relay the information to other members of the team

**35 The supervisor believes that their food hygiene rating will improve if there is a good food safety culture in the supermarket.**

**The supervisor can improve the food safety culture by:**

- A** Praising staff for good work and adherence to the new procedures
- B** Asking the supermarket’s manager to lecture the staff on the importance of improving their rating
- C** Reducing the working hours of staff if they do not follow the procedures

**D** Identifying a member of staff as an example for all the others to follow.

**END OF PAPER**