

## I want to take the ServSafe review course with LCEH. What should I expect?

- Contact LCEH at least two weeks before the class date to register (406-883-7236). Class is held at the Lake County Public Health Office, 802 Main Street, Polson.
- The registration fee is outlined as follows:
  - The cost of a new ServSafe book from LCEH is \$120. This fee covers the book, the class, and the exam. A new book contains the Blank Answer Sheet for the exam, so bring your book to class.
  - If you already have access to a book but it no longer has the Blank Answer Sheet inside, you may pay a \$40 registration fee. This fee covers the cost of a Blank Answer Sheet, the class, and the exam.
  - If you already have access to a book that still has its enclosed Blank Answer Sheet, you still need to register but do not need to pay a registration fee.
- The class and exam are based on the 7th edition ServSafe Manager book with the 2022 FDA Food Code updates. The book has photos, apply-your-knowledge exercises, and practice questions to help you study.
- Plan time to read the book before class. Some material covered in the book may not be reviewed in class. It's strongly recommended you read the book, especially if you are testing for the first time.
- The class is scheduled to be from 8:00am—5:00pm. Then, students will have two hours to take the exam. Snacks and coffee are provided. Students will have an hour break for lunch (lunch is not provided).
- We use videos and PowerPoint slides to review portions of the book material. We also do practice quizzes as a group.
- A photo ID must be presented to the test proctors before taking the certification exam.
- The exam is 90 multiple choice questions. Students must receive a 70% or greater to obtain certification. Manager certification via ServSafe is valid for 5 years.

## Other Frequently Asked Questions

- **I'm a new food establishment owner. How soon do I need a CFPM?**  
Per 37.110.262(1)(b) ARM, *new legal licensees required to have a CFPM must have a CFPM within 90 days of issuance of a new license.*
- **My CFPM is no longer working at my establishment. What do I do?**  
Per 37.110.262(1)(c) ARM, *existing legal licensees required to have a CFPM must have a CFPM within 45 days of losing their CFPM.*
- **My certification expired. What do I do?**  
See the reference to 37.110.262(1)(c) ARM above.
- **Do I need a CFPM present during all operating hours?**  
No, per current State rules your CFPM is not required to be on site 100% of the time. Instead, the designated Person-in-Charge on shift will ensure that food safety standards are being met while the CFPM is off duty.
- **I have a ServSafe Food Handler card from another State. Does that qualify me to be a CFPM?**  
No, Food Handler cards are based on courses designed for food preparers and food servers. The Manager course is designed for managers, chefs, owners, and others with supervisory responsibilities. Some states require that all food service workers obtain a Food Handler card, but Montana has no current requirements for food handlers.
- **Do you provide any ServSafe Food Handler trainings?**  
Yes, LCEH can provide the ServSafe Food Handler training and certification for groups by request. You can also take the Food Handler course and assessment online at [www.ServSafe.com](http://www.ServSafe.com) (\$15).
- **I need an exam accommodation due to a foreign language, visual impairment, or learning disability. What do I do?**  
Contact LCEH to discuss what options are available.
- **I did not pass the ServSafe exam. What do I do?**  
If this was your first attempt at taking the exam, you may re-test at any time with a registered proctor. For third attempts, you must wait 60 days from the first exam date before re-testing. No more than four exam attempts are allowed within a 12 month period. The cost to re-take the exam with LCEH is \$40.

# FOOD MANAGER CERTIFICATION

## How to become a Certified Food Protection Manager

Where can I take the ServSafe test?  
Does my restaurant need a CFPM?  
and other frequently asked questions

The collage includes the following logos and text:

- ServSafe** National Restaurant Association
- StateFoodSafety** Food Safety Training & Certification
- WORLD FOOD SAFETY ORGANISATION**
- the Always FoodSafe company**
- RESPONSIBLE TRAINING**
- learn<sup>2</sup> serve**
- FOOD HANDLER** Prevention Training Made Easy
- NATIONAL REGISTER OF FOOD SAFETY PROFESSIONALS** FSP CERTIFIED FOOD SAFETY MANAGER

A cartoon chef in a white uniform and hat is pointing with a pen to a sign that says "MENU".

Lake County Environmental Health  
406-883-7236  
[envhealth@lakemt.gov](mailto:envhealth@lakemt.gov)

## What is a Certified Food Protection Manager?

A **Certified Food Protection Manager (CFPM)** is someone that demonstrates their food safety knowledge by passing a test from an accredited food safety program.

### Does my food business need a CFPM?

Food establishments handling & preparing foods that require temperature control for safety must have at least one person on staff who is a CFPM. Wholesale food manufacturer should contact the Environmental Health Department to learn if your processes are exempt from the CFPM requirement.

### Why do food establishments need a CFPM?

- \* Having a CFPM on your team improves food safety. A CFPM on staff significantly reduces the risk for foodborne illness outbreaks and greatly reduces the number of critical food safety violations.
- \* **A CFPM is required by law.** The 2013 FDA Food Code has been adopted by reference to Montana's rules for Retail Food (ARM 37.110.201-272) & Wholesale Food (Circular FCS 2-2019). Per rule:

#### 2-102.12 Certified Food Protection Manager

- (A) At least one employee that has supervisory & management responsibility and the authority to direct and control food preparation and service shall be a CFPM who has shown proficiency of required information through passing a test that is part of an accredited program.
- (B) This section does not apply to certain types of food establishments deemed by the regulatory authority to pose minimal risk of causing, or contributing to, foodborne illness based on the nature of the operation and extent of food preparation.

### What are CFPM responsibilities?

A CFPM helps ensure your facility is handling food safely & is operating in compliance with food regulations.

The CFPM knows about the prevention of foodborne illness. They use this knowledge to recognize hazards, uphold preventive measures, & apply corrective actions.

The CFPM doesn't have to be shift manager, but they need some management responsibility. They must be able to communicate safe food practices to fellow staff & correct improper food handling when it occurs. Things the CFPM oversees include: handwashing, glove use, employee health & hygiene, cold holding & hot holding temperatures, cooking temperatures, cooling & re-heating procedures, and cleaning & sanitizing.

## How do you become a CFPM?

To become a CFPM, you must take a proctored exam that is part of an accredited food safety program. Your exam proctor must be authorized by the program to administer the exam. ***You do not have to attend a CFPM review class to take a CFPM exam but it is generally recommended.***

### What is an "accredited" food safety program?

The American National Standards Institute reviews courses & exams to verify they meet certain minimum standards. **There are eight ANSI-accredited food safety programs:**

**AAA Food Safety**  
[aaafoodhandler.com](http://aaafoodhandler.com)

**Learn2Serve**  
[learn2serve.com](http://learn2serve.com)

**Responsible Training**  
[responsibletraining.com](http://responsibletraining.com)

**World Food Safety Organization**  
[worldfoodsafety.org](http://worldfoodsafety.org)

**Always Food Safe**  
[alwaysfoodsafes.com](http://alwaysfoodsafes.com)

**National Registry of Food Safety Professionals**  
[nrfsp.com](http://nrfsp.com)

**ServSafe**  
[servsafe.com](http://servsafe.com)

**StateFoodSafety**  
[statefoodsafety.com](http://statefoodsafety.com)

**ONLINE OPTIONS:** These food safety programs offer the ability to take an online review course and/or an online exam with a remote proctor. Visit the websites to learn more about the costs and technical requirements.

### What CFPM options are available locally?

The Lake County Environmental Health Department (LCEH) has resources to teach the ServSafe review course. We can proctor ServSafe exams, National Registry of Food Safety Professionals exams, & StateFoodSafety exams.

**Lake County Environmental Health Department**  
406-883-7236 [envhealth@lakemt.gov](mailto:envhealth@lakemt.gov)

Tamara Fisher also provides ServSafe Instructor & Proctor services in the area. Call or email Tamara to learn more:  
406-885-0319 [tfisher0867@gmail.com](mailto:tfisher0867@gmail.com)

Contact other Environmental Health offices in the area to learn about their upcoming CFPM sessions:

**Flathead City-County Health Department**  
*via Flathead Valley Community College*  
406-756-3832

**Missoula City-County Health Department**  
406-258-4755

**Sanders County Environmental Health Department**  
406-827-6961

## How do I take a proctored ServSafe exam with LCEH?

To receive ServSafe certification through Lake County Environmental Health, consider the following options:

- Attend one of our ServSafe **review course sessions**. LCEH hosts three ServSafe Manager review courses in Polson each year. Immediately after the class, students will take the exam with a proctor. **The 2024 ServSafe sessions are planned for January 10, May 8, and September 11.**
- Do a **self-study**. We suggest you read the ServSafe book, work on the review exercises in the book, & take practice tests to help you study. You can contact LCEH for copies of the ServSafe practice tests. Then, when you feel comfortable with the material, contact LCEH to schedule an exam.
  - ◆ The exam is currently based on the ServSafe Manager book with the 2022 Food Code updates.
  - ◆ A new ServSafe book with the Blank Answer Sheet for the exam can be purchased from LCEH for \$120.
  - ◆ If you do not need a new book, you can purchase the exam Blank Answer Sheet from LCEH for \$40.
- Visit [ServSafe.com](http://ServSafe.com) & take the **online review course**. After taking the online course, contact LCEH to schedule the exam with a ServSafe proctor.
  - ◆ If you want to take a paper-based test, the online course is \$125 and the Blank Answer Sheet for the exam is \$40 when purchased from LCEH.
  - ◆ If you want to take the test on a computer in our office, the online course/exam bundle is \$153. You will be given an electronic Exam Access Code that the LCEH proctor will use to access the exam.
  - ◆ Online test proctoring is available at [ServSafe.com](http://ServSafe.com)

There may be other CFPM instructors & exam proctors in the area you can utilize. Contact LCEH for news on other local offerings. The MT Department of Public Health & Human Services Environmental Health and Food Safety Section keeps a relatively up-to-date list of available Montana proctors, trainings, & exams on their website: <http://dphhs.mt.gov/publichealth/EHFS/>