

## Preparing for the Supervisor 3 Exam: Check Your Knowledge!

This is an optional self-assessment tool to help you prepare for the Supervisor 3 exam. It does not guarantee success or failure of the Civil Service exam, interview, or job performance. This tool does not guarantee employment, transfer, or promotion. It will help you check your knowledge! We recommend you use this tool before, during, and after you study for your upcoming exam. Please refer to the study guide for more information.

Good luck!

1. The National School Lunch Program is a federally assisted meal program that \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
2. If a student is disabled, is the menu modification required to meet the National School Lunch Program or School Breakfast Program requirements for a reimbursable meal?
  - A. Yes
  - B. No
3. If you are serving pinto beans at lunch, you may count this food as either a \_\_\_\_\_ or \_\_\_\_\_.
4. Which of the following is not allowed on a gluten-free menu:
  - A. Potatoes
  - B. Gravy
  - C. Rice
  - D. Broccoli
5. Anaphylaxis is a serious life-threatening allergic reaction; onset is rapid and may cause death. The treatment of anaphylaxis is to administer a medication called \_\_\_\_\_.
6. If a food label includes a statement that the product is manufactured in a plant that processes peanuts, is it okay to serve the food to a student with a known tree nut allergy?
7. Which of the following are ways a student may describe the symptoms of an allergic reaction?
  - A. My tongue is hot (or burning).
  - B. My tongue (or mouth) is tingling.
  - C. There is something stuck in my throat.
  - D. My lips feel tight.
  - E. All of the above
8. A \_\_\_\_\_ is a working tool that outlines the type and quantity of foods that need to be purchased and available for the meal service.
  - A. Production Record

- B. Food Buying Guide
  - C. Nutrient Analysis
9. A case of orange juice contains 100 individual servings. You are placing an order for the next 2 days. You have 1 case plus 27 individual servings in your inventory. How many more cases do you need to order if you usually serve 250 individual servings per day?
- A. One (1)
  - B. Two (2)
  - C. Three (3)
  - D. Four (4)
10. One case of milk contains 50 individual servings. You typically serve 70 skim milk for breakfast and 240 skim milk for lunch. You have 2 cases plus 15 individual servings on hand. How much milk do you need to order to ensure you have enough milk for one day?
- A. Five (5)
  - B. Eight (8)
  - C. Four (4)
11. The best way to prevent the transfer of a virus to food is with \_\_\_\_\_.
12. Which item is a potential physical contaminant?
- A. Sanitizer
  - B. Jewelry
  - C. Sweat
  - D. Soap
13. Chemicals must be stored away from the food preparation areas.
- A. True
  - B. False
14. What symptoms requires a food handler to be excluded from the operation?
15. What must a food handler with an infected hand wound do to work safely with food?
- A. Cover the wound with an impermeable cover and wear a single-use glove
  - B. Avoid working with raw food until the wound is completely dry
  - C. Place a bandage on the wound
  - D. Apply hand sanitizer to the wound
16. Assume that all ground beef and lettuce will be stored in the same refrigerator, which of these foods should be stored on the topmost shelf?
17. What is the first step of cleaning and sanitizing stationary equipment?
- A. Take off removable parts
  - B. Unplug the unit
  - C. Spray the surface with cleanser
  - D. Wash the equipment surface using hot water

18. The \_\_\_\_\_ health inspection must be posted where it is visible to the \_\_\_\_\_.
19. FIFO is the acronym that stands for First In, First Out. Under FIFO,
- A. You ensure you are always serving food in the freshest and safest way by serving the oldest items first.
  - B. You are not required to rotate food.
  - C. The inventory valuation is an estimate based on current and future price targets.
  - D. Rotate canned food items on a monthly basis.
20. If you right click on an icon or object, what usually happens?
21. Download is \_\_\_\_\_.
22. What is the best way for a manager to reduce inventory?
- A. Prepare a very large meal.
  - B. Use food and supplies from inventory rather than continuing to purchase new items.
  - C. Store the inventory for a later date.
23. Ingredients should always be measured in \_\_\_\_\_.
24. Which of the following is correct?
- A. 4 pints= 2 quarts
  - B. 8 ounces= 1 pound
  - C. 4 tablespoons= 1 cup
  - D. 3 teaspoons= 1 tablespoon
25. Using less ground beef than the recipe calls for can cause the following problems:
- A. Fewer or smaller portions would result.
  - B. The end product would still be eligible for USDA reimbursement.
  - C. The staff would have extra time to clean the kitchen.
  - D. All of the above.
26. You should taste and visually inspect all food prior to service.
- A. True
  - B. False
27. The population we serve relies on us to serve safe food. Nutrition Services staff must: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
28. Hunger has a measurable impact on children, hindering overall growth, development, and health. In the school setting, hunger contributes to a number of challenges, including a lack of concentration, trouble paying attention, slower recall, hyperactivity, and emotional and behavioral difficulties.
- A. True
  - B. False

29. Children who experience food insecurities are more likely to \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
30. The ABCD format of service recovery reminds associates they should “B”:
- A. Identify and share the reason for fault, which is often one of four P’s: people, processes, procedures or policies.
  - B. Avoid assigning blame on any area we refer to in the four P’s: people, processes, procedures or policies.
  - C. Reassure the customer you believe them and promise to follow up in a timely manner.
31. Supervisors must document all training, coaching and discipline as it transpires. A rule of thumb is that if it was not documented, it did not happen. In addition, a grain of sand is not a beach; which means you cannot accelerate discipline by exaggerating details.
- A. True
  - B. False
32. Critical conversations are the key to good Performance Management. List the points a supervisor should cover in a critical conversation.
33. Behavior can be modified. We begin by understanding that change often needs to occur through incremental improvements over a period of time. List some ways supervisor positively effect change.

34. You have one employee who is normally scheduled to work 6 hours per day, and a second employee who is normally scheduled to work 8 hours per day. Their actual hours for the 2-week pay period is as follows:

**Employee #1**

	<b>Week 1</b>	<b>Week 2</b>
Monday	6 hours	6 hours, 15 minutes
Tuesday	6 hours	6 hours
Wednesday	6 hours	6 hours, 30 minutes
Thursday	6 hours	6 hours
Friday	6 hours, 45 minutes	6 hours

**Employee #2**

	<b>Week 1</b>	<b>Week 2</b>
Monday	8 hours	8 hours
Tuesday	8 hours	8 hours
Wednesday	8 hours	8 hours
Thursday	8 hours	8 hours
Friday	8 hours	8 hours

How many total hours did Employee #1 work this pay period?

35. An employee is paid \$15.00 per hour. They are paid 1.5 times their hourly rate for overtime. If an employee works 42.50 hours, what are their total wages for the week?
- A. \$637.50
  - B. \$656.25
  - C. \$956.25
36. A reimbursable lunch equates to \$3.46 in revenue. In order to maintain a 39% food cost, the menu's pre-cost cannot exceed:
- A. \$3.07
  - B. \$0.39
  - C. \$2.12
  - D. \$1.34
37. A reimbursable lunch equates to \$3.46 in revenue. In order to maintain a 39% food cost, the menu's pre-cost cannot exceed \_\_\_\_\_.
38. Direct certification (DCRT) is the automatic enrollment process for students that are homeless, runaway, migrant and/or foster care. These students do not have to complete an Application for Free or Reduced-price lunch form to \_\_\_\_\_.

39. It is important supervisors know and manage their meals per labor hour (MPLH). If a school's MPLH target is 25, what does it mean if their actual MPLH is 21.1?
- A. The school is producing more meals than they expected and they may have trouble providing good customer service at the current staffing level.
  - B. The school has too many people on staff and they should reduce the number of hours employees work.
  - C. The school is producing fewer meals than they expected and they should find new tasks for employees until participation increases.
  - D. The school does not need to exceed expectations and should immediately receive a special recognition.
40. All meals must provide five components: fruit, vegetables, meat/meat alternatives, grains and milk. Schools receive reimbursement for every reimbursable meal sold, regardless of a student's eligibility. A reimbursable meal must include \_\_\_\_\_ and \_\_\_\_\_.
41. During an Administrative Review the state auditor will check production records to ensure enough fruits and vegetables were offered during a given meal. For high school students, how many cups of fruits and vegetables must be offered for lunch?
42. The National School Lunch Program, Summer Food Service Program, and Child and Adult Care Food Program are just a few of the Child Nutrition Programs designed to help students receive the nutritious meals they need. Each of these programs operates under their own set of requirements, rules and regulations.
- A. True
  - B. False
43. The Food Buying Guide for Child Nutrition Programs has all the current information to help you and your purchasing agent:
- A. Buy the right amount of food and the appropriate type of food for the meal program(s)
  - B. Determine which vendors sell local produce in your area.
  - C. Includes a list of foods that are approved Smart Snacks.
  - D. Describes the job duties for cafeteria monitors.
44. Based on production records, it seems most students do not eat steamed carrots. What could the supervisor do to improve sales?
- A. Use inexpensive ingredients on hand, such as salt, pepper, and butter to improve the recipe.
  - B. Give the menu item a creative, fun, descriptive name, such as "X-ray Vision Carrots"
  - C. All of the above
45. What is a trauma-informed school system?

## Answer Key

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| <ol style="list-style-type: none"><li>1. Provides nutritionally balanced meals at low cost or no cost to children, was established under the Richard B. Russel National School Lunch Act, signed into law by President Harry Truman in 1946, and is a key factor in improving students' diets and reducing the incidence of obesity.</li><li>2. B</li><li>3. Meat alternative, vegetable</li><li>4. B</li><li>5. Epinephrine</li><li>6. Yes</li><li>7. E</li><li>8. A</li><li>9. D</li><li>10. C</li><li>11. Proper hand washing.</li><li>12. B</li><li>13. A</li><li>14. Jaundice, vomiting, diarrhea</li><li>15. A</li><li>16. Lettuce</li><li>17. B</li><li>18. Most recent, public</li><li>19. A</li><li>20. A list of various actions appears</li><li>21. The process of transferring data from a remote source, such as the internet, onto your computer.</li><li>22. B</li><li>23. The largest appropriate container</li><li>24. D</li><li>25. A</li><li>26. A</li><li>27. Carefully prepare foods and follow standardized recipes, prevent cross contamination with known allergies and have rigid cleaning procedures, and help each student to identify which foods they are allergic to.</li></ol> | <ol style="list-style-type: none"><li>28. A</li><li>29. Exhibit behavioral issues, lack of focus, impaired judgement, and social issues at school.</li><li>30. B</li><li>31. A</li><li>32. Review of which expectation the employee failed to meet, review what expectation the employee is expected to meet in the future, state the consequences if the employee fails to meet expectation, evaluate the employee's comprehension and understanding prior to ending the meeting.</li><li>33. Role modeling positive behavior; celebrating success; praising positive behaviors in public; communicating openly, honestly and respectfully.</li><li>34. 61.5 hours</li><li>35. B</li><li>36. D</li><li>37. \$1.34</li><li>38. Qualify for free meals.</li><li>39. B</li><li>40. At least ½ cup fruit or vegetable, at least two other components.</li><li>41. 1 cup of fruit and 1 cup of vegetables</li><li>42. A</li><li>43. A</li><li>44. B</li><li>45. A school system where all staff understand the impact of trauma on learning and behaviors; that is sensitive to students' unique needs; that takes steps to reduce triggers and avoid re-traumatization; that uses universal precautions to keep all student and staff brains calm.</li></ol> |
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Scores are calculated by the following formula: (number of correct answers/45) X 100

## Preparing for the Supervisor 3 Exam: Study Guide

**Structure:** The exam assesses competency for ten functional areas that encompass responsibilities of Nutrition Services (NS) supervisors.

1. Nutrition and Menu Management
2. Financial Management and Accountability
3. Sanitation, Safety and Security
4. Facilities, Technology and Equipment Management
5. Procurement and Inventory Management
6. Culinary Arts, Food Preparation and Service
7. Marketing, Communication and Customer Service
8. Personnel Management
9. Program Management and Accountability
10. Positive Behavioral Interventions and Supports

### Recommended Study Tools:

- Nutrition Services Performance Management Resource Manual
- Employee Engagement Through Positive Leadership SMILE School (reference manual)
- ServSafe Study Guide
- School Food & Nutrition Service Management For The 21<sup>st</sup> Century book by Dorothy Pannell-Martin and Julie A. Boettger
- Institute for Child Nutrition Resource Center Online Courses:
  - *Weights and Measures*
  - *Managing Food Allergies in SNPs*
  - *Nutrition 101 4<sup>th</sup> Edition*
- Institute for Child Nutrition Essential KPIs for School Nutrition Success
- Growing Your Professional Skills: Competencies, Knowledge and Skills for School Nutrition Assistants, Lesson 5 (Power Point Presentation)
- Office of College and Career Readiness: Department of School Climate & Support (Positive Behavioral Interventions and Supports Power Point presentation)
- The National School Lunch Program Fact Sheet by The United States Department of Agriculture
- The Food Buying Guide for Child Nutrition Programs by the The United States Department of Agriculture
- Saint Paul Public Schools Wellness Policy #533.0
- Saint Paul Public Schools Unpaid Meal Charge Policy #TBD

### Other Recommendations:

- Begin preparing for the exam as soon as possible.
- Review the content/knowledge areas and use the recommended study tools to prepare for the exam.
- Plan in-depth study and preparation for those content/knowledge areas that are less familiar.
- Attend the voluntary classes offered by NS to gain additional knowledge of culinary techniques.
- Form a study group with other exam candidates in the area. Interacting with other exam candidates and discussing the content outline of the exam can be helpful.
- Contact Saint Paul Public Schools Human Resources for more information on the Civil Service Rules and/or hiring process.