CDM Credentialing Exam
STUDY TOOLS & EXAM CONTENT OUTLINE

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STUDY MATERIALS SUMMARY & ORDER FORM / EXAM CONTENT OUTLINE
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1-20-20
CDM EXAM STUDY MATERIALS

Study materials and reference textbooks are available to help you prepare for the CDM, CFPP Credentialing Exam. ANFP textbooks are tools that exam candidates may choose to use as they prepare for the CDM exam. The following exam study materials are based on the current Exam Content Outline, found on pages 5 through 8 in this brochure. Use this outline to direct your study! To order materials, please send the form on page 4 to ANFP or visit www.ANFPonline.org/market.

The study materials and reference books listed below are completely optional. Purchase and/or successful completion of exam review materials are not required in order to sit for the exam and they do not predict or guarantee a passing score on the exam. Candidates may prepare for the exam in a manner of their choice.

**Credentialing Exam Study Guide, 6th edition**
The Credentialing Exam Study Guide is one tool that can be used to strengthen exam readiness and includes two sets of questions, case studies, preparation and study tips, answer rationales and referenced textbook readings. Containing 100 questions and five case studies, the self-paced pre-test section guides you, in order, through each of the five content areas covered on the CDM Credentialing Exam. Take one section at a time, master the section and continue. After completing the pre-test portions, take the 100-question practice exam to identify areas from the exam content outline that you are most comfortable with and which you feel require more study time. A great take-on-the-go tool to Read, Review, Recite, and Rehearse and help prepare for exam! Answers to all questions reference Nutrition Fundamental and Medical Nutrition Therapy, Zikmund copyright 2015 and Foodservice Management – By Design, Legvold and Salisbury, copyright 2015.

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**CDM Exam Review Flash Cards**
How often do you find yourself wasting valuable time waiting in line for an appointment, or waiting on somebody else? Now you can study while you wait. Pull out the mobile study guide – flashcards! Small enough to carry everywhere and equipped with a convenient ring binder, the flashcard packet allows for easy and efficient exam preparation on the go. Browse through 100 questions, similar to those on the CDM Credentialing Exam, any time you have a few minutes to spare. “Practice makes perfect” and practicing while you wait makes perfect sense!

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**CDM Certification Exam Online Review Course, 2nd Edition**
The Online Review Course is a web-based tool that can be utilized for a six-month period to strengthen exam readiness and become more confident with computer-based testing. The online review includes a pre-test and practice exam, each 100 questions, along with an additional 100 questions viewed as flashcards in three areas including Foodservice Management, Nutrition and Safety and Sanitation. The multiple-choice questions are representative of the percentage breakdown for questions on the five exam content areas, but are randomized to offer a full course and content of the exam review. The correct answer is provided and referenced textbook readings help you to further review concepts. Also, with the web-based menu, view a breakdown of your scores in the five content areas. Finally, progress to the timed (two hour) practice exam to identify areas from the exam content outline that you are most comfortable with and which you feel require more study time. Your answers are confidential and are not retained in the system. Six-month access begins the day of purchase. Access to the course is for a single user and should not be shared with others. Answers to all questions reference Nutrition Fundamental and Medical Nutrition Therapy, Zikmund (copyright 2018) and Foodservice Management – By Design, Legvold and Salisbury (copyright 2018).

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**CDM Self-Assessment Exam (Online)**
The CDM Credentialing Exam is rigorous and takes a great deal of preparation. Maximize your efforts by including this 160-question Online Practice Exam in your preparation strategy. Each question includes a rationale for the correct answer, and is referenced to the textbooks for additional information. This practice exam will enable you to:

- Answer the same number of questions, written in the same format as the actual exam
- Gauge the amount of time the CDM Credentialing Exam will take
- Better prepare for the actual exam, by understanding your individual areas of strength and weakness

This tool may help you build your confidence and improve readiness for the CDM Credentialing Exam.

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**NOTE:** To purchase the CDM Self-Assessment Exam, you must order directly from the examination services provider. You can purchase the practice exam [HERE].
ANFP TEXTBOOKS

ANFP textbooks provide candidates with a tool for exam preparation because chapter content parallels the exam content outline. “Putting it into Practice” sections throughout both textbooks engage candidates and allow them to apply the information they are reading. Full-color images hold the learner’s attention. Glossaries integrated throughout provide quick reference.

Nutrition Fundamentals and Medical Nutrition Therapy, 2nd Edition

The 17-chapter Nutrition Fundamentals and Medical Nutrition Therapy textbook is a companion tool for the various study materials. The materials covered in the book are integrated with the exam content areas and helps the learner to understand core concepts in the gathering, monitoring, applying, documenting and communicating nutrition information. Additionally, the first six chapters cover the fundamentals of nutrition that are key to the future CDM’s practice. Purchase of the textbook comes with free access to the Online Supplemental Materials, providing the learner with additional nutrition updates and references.

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Foodservice Management - By Design, 2nd Edition

The 26-chapter Foodservice Management - By Design textbook is a companion tool for the various study materials. The materials covered in the book are integrated with the exam content areas and help the learner understand core concepts in menus and meal service, quality improvement, sanitation and safety, as well as foodservice business and personnel areas. This reference begins with a menu and the content and flow of material is built from that central concept. Purchase of the textbook comes with free access to the Online Supplemental Materials containing many tools and references.

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Joining ANFP is not required to sit for the CDM Credentialing Exam, but ANFP membership provides benefits including discounts on exam study materials and other products available in the ANFP Marketplace.

To order materials, please send the form on page 4 to ANFP, or visit www.ANFPonline.org/market.
**CDM® | CFPP® STUDY MATERIALS ORDER FORM**

Prepare for success with materials from ANFP

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8-14-2019
CDM CREDENTIALING EXAM CONTENT OUTLINE  The computer-based exam consists of 160 multiple-choice questions. Questions are based on professional situations in which a dietary manager would have to make a decision or solve a problem. The examinee must carefully read the scenario and select the appropriate response from among multiple choices. Exam questions are based on content in two ANFP textbooks, Nutrition Fundamentals and Medical Nutrition Therapy, 2nd Edition (2018), and Foodservice Management - By Design, 2nd Edition (2018). Sanitation and safety-related questions are also based on the FDA Food Code (2017), available free at www.fda.gov.

Below is a detailed outline of information covered on the CDM Credentialing Exam that you must know to be successful on the exam, as well as the percentage of questions on the exam from each content area. You may use pages 5-8 to help focus your review efforts for the exam. See pages 2-3 for information about tools that ANFP makes available to exam candidates.

1. NUTRITION  18%

A. Gather Nutrition Data

1. Document nutrition information in medical records
   a. chart in medical records
   b. enter data using a computer
   c. use nutrition information

2. Interview for nutrition related information
   a. ask appropriate questions of clients (e.g., allergies, preferences)
   b. gather client information from relevant sources (e.g., caregivers, interdisciplinary teams)
   c. recognize nonverbal responses and communication cues
   d. record information gathered
   e. use ethical and confidentiality principles and practices
   f. identify food customs and nutrition preferences based on race, culture, or religion

3. Obtain routine nutrition screening data
   a. use established guidelines to distinguish between routine and at risk clients
   b. gather client data from relevant sources (e.g., medical record, referrals)
   c. complete client forms (e.g., MDS)
   d. comply with federal regulations related to evaluating client status and care
   e. calculate nutrient intake
   f. document relevant nutrition related information (e.g., laboratory values, BMI)

4. Identify nutrition problems and client rights
   a. verify information to ensure accuracy
   b. review documentation for nutrition care follow up
   c. honor client rights

B. Apply Nutrition Data

1. Modify diet plans
   a. develop menus
   b. implement nutrition plan into meals/foods to be served
   c. respect client needs and food habits
   d. use nutrition analysis data to modify menus for:
      1) calories, carbohydrates, proteins, fats, and minerals
      2) fiber content, texture, or feeding needs
      3) medical or other personal condition (including allergies)
      4) racial, cultural, and religious differences

2. Implement physician’s dietary orders
   a. recognize medical and nutrition terminology
   b. provide needed diets
   c. include client input on diet prescribed by physician
   d. recognize appropriateness of diet order for diagnosis
   e. explain importance of adhering to physician diet orders

3. Apply standard nutrition care
   a. review client’s nutrition needs, based on guidelines provided
   b. assess nutrition content of foods
   c. identify sources to consult to assist in implementing nutrition care plans

4. Review effectiveness of nutrition care
   a. identify effectiveness of the nutrition care plan
   b. evaluate care plans for individual needs

5. Manage special nourishments and supplemental feedings
   a. identify clients who need nourishments or supplemental feeding
   b. identify appropriate supplemental products
   c. monitor the delivery of nourishments and supplements
   d. audit the acceptance of nourishments or supplements

C. Provide Nutrition Education

1. Assist clients with food selection
   a. review dietary requirements of client
   b. determine client’s knowledge and needs
   c. suggest acceptable food substitutes based on client preferences
   d. verify substitutes in terms of availability and facility practices

2. Use nutrition education materials
   a. develop a plan for nutrition education
   b. select educational materials and resources
   c. use resource materials and equipment in teaching

3. Adapt teaching to clients educational needs: evaluate client readiness and ability to learn
2. FOODSERVICE 20%

A. Manage Standardized Recipes
1. Identify elements of a standardized recipe
2. Compute proper portions using appropriate food charts/references
3. Develop proper cooking procedures, including HACCP guidelines
4. Calculate cost and nutrition content of standardized recipes
5. Evaluate client acceptance of new recipes

B. Specify Standards and Procedures for Preparing Food
1. Develop food quality control standards, (e.g., appearance, temperature, acceptance)
2. Implement procedures to monitor food production
3. Develop procedures for monitoring food waste control

C. Supervise the Production and Distribution of Food
1. Define procedures for type of food service
2. Monitor adherence to delivery schedules and procedures
3. Keep records for monitoring and accountability
4. Calculate efficiency (time, cost) of foodservice system
5. Define schedules for foodservice production
6. Define production needs for special event food preparation
7. Calculate menus, recipes, diet census, tally sheets, and cafeteria needs to develop requisitions

D. Monitor Meal Service
1. Verify:
   a. diet accuracy
   b. portion size (quantity)
   c. temperature
   d. texture
   e. presentation (color, shape)
   f. quality
2. Assure compliance of meals served as posted

E. Implement Continuous Quality Improvement Procedures for Foodservice Department
1. Define objectives and standards for foodservice
2. Monitor quality indicators
3. Implement necessary procedural changes
4. Interpret data for reports
5. Implement auditing tool to determine the effectiveness of quality indicators (e.g., food acceptance survey)
6. Analyze data to make recommendations

F. Modify Standard Menus
1. Use nutrition resources (e.g., tables, charts, diet manuals)
2. Use standard food weights, measures, and recipes correctly
3. Honor legal responsibilities and regional factors regarding diet needs

3. PERSONNEL AND COMMUNICATIONS 21%

A. Define Personnel Needs and Job Functions
1. Conduct personnel needs analysis
2. Conduct task analysis
3. Write job descriptions
4. Write detailed job specifications
5. Assist with development of advertising for positions
6. Update departmental organizational chart

B. Interview, Select, and Orient Employees
1. Comply with fair employment laws and practices
2. Develop interview procedures for department
3. Describe department procedures and policies to applicants
4. Decide on applicants and record data in file
5. Document selection procedures and policies
6. Orient new employees to facility procedures

C. Provide Ongoing Education
1. Provide initial training and orientation for new employees
2. Provide follow up after orientation
3. Provide in-service training for:
   a. HIPAA guidelines
   b. personal hygiene
   c. infection control
   d. hospitality and customer service
   e. physical safety
   f. professional and ethical expectations
   g. nutrition issues
   h. crisis management
   i. other contemporary issues
4. Document completion of training and orientation

D. Develop and Maintain Employee Time Schedules and Assignments
1. Identify overall staffing needs (e.g., calculate full time equivalents)
2. Identify daily tasks
3. Determine capabilities and preferences of employees available
4. Prepare a time schedule
5. Maintain time schedule chart/records
6. Track absence/tardy records in personnel files
7. Develop a work assignment chart
8. Coordinate work assignments

E. Manage Goals and Priorities for Department
1. Develop short term and long term goals for the
department
2. Participate in developing policies and procedures (e.g., hygiene standards for personnel according to the FDA Food Code)
3. Identify expectations to establish priorities
4. Compare department goals against resources available

F. Manage Department Personnel

1. Maintain personnel records
2. Identify personnel management laws and practices (including union contracts)
3. Identify promotion criteria
4. Identify termination criteria
5. Compile documentation for promotion and termination
6. Conduct performance evaluations
7. Recommend salary and wage adjustments
8. Follow disciplinary procedures to correct a problem (e.g., coaching, performance improvement plan)
9. Ensure employees’ compliance with procedures (e.g., safe food preparation practices)

G. Manage Professional Communications

1. Participate in regulatory agency surveys
   a. identify regulatory standards
   b. develop an appropriate plan of correction
   c. demonstrate professional interaction with surveyors
   d. use regulatory agencies as professional resources
2. Participate in meetings outside the department
   a. communicate department goals and policies
   b. identify methods of communicating with other departments
   c. suggest cooperative ways to solve problems
   d. participate in state/national professional meetings
3. Communicate client information to other health professionals
   a. identify what client information needs to be communicated
   b. identify the need for client referrals
   c. implement consultant recommendations as appropriate
   d. honor client rights and confidentiality
4. Participate in client care conferences
   a. prepare for a client care conference
   b. participate in a conference to identify client care concerns
   c. work with the interdisciplinary team to develop solutions
   d. implement goals and approaches with appropriate follow up
5. Manage department meetings
   a. post meeting notices and agendas
   b. plan meeting facilities
   c. meet with key personnel to develop meeting plans
   d. conduct meetings (e.g., resolving conflicts, keeping time)
   e. plan follow up actions resulting from meeting (e.g., minutes)
   f. conduct a staff complaint/grievance session

H. Implement Changes in Foodservice Department

1. Identify existing problems and needs
2. Prepare justification for changes
3. Implement the plan of action

4. SANITATION AND SAFETY 24%

A. Manage Personnel to Ensure Compliance with Safety and Sanitation Regulations

1. Identify federal safety laws/regulations
2. Write cleaning procedures for utensils, equipment, and work areas
3. Evaluate equipment in terms of maintenance needs and costs
4. Inspect all areas of department for sanitary conditions
5. Instruct employees in safety and sanitation
6. Interpret material safety data sheets
7. Enforce employees’ compliance with safety and sanitation regulations

B. Manage Purchasing, Receiving, Storage, and Distribution of Food and Supplies Following Established Sanitation and Quality Standard

1. Identify appropriate grades and inspections for food
2. Procure food and water from approved sources
3. Verify the quality and quantity of food supplies and equipment received
4. Check supplier invoices against facility purchase order
5. Recognize the hazards associated with types of food packaging
6. Recognize the signs of contamination upon receipt and in storage
7. Process rejections for unacceptable products
8. Label, date, and monitor food to ensure rotation (FIFO)
9. Prevent environmental contamination of food
10. Maintain security procedures

C. Protect Food in all Phases of Preparation Using HACCP Guidelines

1. Identify potentially hazardous foods and foodborne pathogens and their control
2. Recognize the causes, symptoms, and types of foodborne illnesses including biological, chemical, and physical types
3. Monitor time and temperature to limit growth of or destroy microorganisms
4. Prevent cross contamination of food
5. Identify appropriate techniques for temperature retention
6. Ensure the safe cooling of food
7. Establish critical limits
8. Establish the corrective action to be taken when critical limits are exceeded
9. Establish procedures to identify and monitor critical control points (CCP)
10. Establish effective recordkeeping systems that document HACCP
11. Anticipate emergency preparedness procedures necessary to assure a safe food supply
12. Develop a crisis management plan to address an outbreak of foodborne illness

D. Manage Physical Facilities to Ensure Compliance with Safety and Sanitation Guidelines
1. Identify federal safety laws/regulations
2. Conduct routine maintenance inspection of equipment
   a. Identify equipment maintenance requirements from manufacturer’s manuals
   b. Correct equipment malfunctions and potential problems
   c. Monitor preventive maintenance schedule and contracts
3. Organize work flow and use of equipment
   a. analyze tasks to determine overlapping effort or equipment use
   b. plan proper placement and use of equipment
   c. simplify work procedures and steps
   d. monitor work flow; identify and correct problems
   e. assure adequate hand washing sinks, lavatory facilities, and supplies
4. Identify appropriate environmental controls for water supply, waste disposal, and ventilation
5. follow an integrated pest management (IPM) system
6. prepare a safety inspection checklist
7. write an inspection report on hazards
8. assure cleaning and sanitation of equipment, utensils, chemicals, and space

5. BUSINESS OPERATIONS 17%
A. Manage a Budget
1. Determine facility needs
2. Compute cost of menus (including supplements)
3. Conduct a product price comparison study
4. Calculate daily cost (e.g., food, labor, supplies, i.e., PPD)
5. Calculate minutes per meal
6. Calculate meals per labor hour
7. Compare actual costs to budget costs
8. Monitor expenses
9. Prepare an estimate of personnel costs for a foodservice department (e.g., salary scales and merit raises)

B. Prepare Specifications for Capital Purchases
1. Review capital equipment needs and requirements
2. Evaluate existing capital equipment condition and life expectancy
3. Evaluate options for replacement of capital equipment
4. Write budget justification for new capital equipment
5. Recommend specifications for new capital equipment

C. Plan and Budget for Improvements in the Department Design and Layout
1. Maintain records of suggestions and complaints received
2. Conduct department improvement discussion session with staff
3. Communicate improvement recommendations
4. Evaluate work flow, essential equipment relative to new department designs or construction
5. Research concepts/products related to department facility design
6. Prepare proposals, specifications for new construction or renovation in layout/design changes

D. Assist in the Purchasing Process
1. Identify purchasing policies and procedures of department
2. Review vendor product/selection (including group purchasing organizations)
3. Establish purchasing specifications
4. Use the ordering and bidding process
5. Evaluate facility needs, budget restrictions, and products available
6. Evaluate product information
7. Be familiar with computer applications
8. Check inventory to identify purchase needs
9. Complete purchase order requisition forms
10. Maintain inventory records
11. Recognize inventory management practices (FIFO, par stock, physical, perpetual)

E. Manage Revenue Generating Services
1. Supervise cash activities and reports
2. Calculate cost to set prices for catered events
3. Plan foodservice and menus for catered events
4. Estimate price per unit serving for catered events
5. Use cost control techniques to balance revenue budget
6. Research revenue generating opportunities
7. Analyze revenue generating opportunities
8. Prepare business plan and justification for new revenue generating programs
9. Promote existing and new revenue generating programs

F. Implement Cost Effective Procedures
1. Recommend cost saving purchasing practices
2. Recommend cost saving department practices
3. Implement cost effective inventory control practices
4. Implement variance report of actual costs vs. budget