



ServSafe® Examination Administration Handbook

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About This Handbook

This handbook will guide you through the administration of the ServSafe® Food Protection Manager Certification Examination and help you understand your role and responsibilities as an instructor and/or proctor. It outlines the policies and procedures for successful exam administration. It also includes useful step-by-step guides.

The goal of these policies and procedures is to give all examinees the same opportunity to demonstrate their abilities, and prevent examinees from gaining an unfair advantage.

Your role in administering the exam helps ensure the highest degree of integrity for the entire testing process and allows examinees to perform to their maximum level of capability.

The ServSafe program is recognized and accepted by more federal, state and local jurisdictions than any other food safety program. The ServSafe Food Protection Manager Certification Exam is secure, copyrighted, and developed independently of ServSafe training materials.

This handbook, along with the documents referenced within it, are available on ServSafe.com under the Instructors/Proctors Support Materials tab.

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Section I—Policies

About the ServSafe® Food Protection Manager Certification Examination

The ServSafe® exam is secure, copyrighted, and developed independently of ServSafe training materials. It adheres to all valid test development criteria. Exam questions are rotated on a scheduled basis to reflect the most updated food safety information. Although the questions will vary from exam to exam, they provide a fair assessment of examinees' knowledge. Exam questions are developed using a systematic process to pilot questions to check their accuracy, relevance, technical quality, and readability.

Exam Security

Definition and Responsibility

Exam security refers to protecting the exam, related processes, and persons from any operational risks associated with the development, publication, storage, transfer and administration of the exam.

Exam security is the responsibility of everyone involved in and impacted by the exam process. This includes, but is not limited to, the participants below.

- National Restaurant Association (the Association)
- American National Standards Institute (ANSI), Conference for Food Protection (CFP), other CFP exam providers
- Subject matter experts
- Vendors (printing, data destruction, service providers)
- Instructors
- Proctors
- Course and exam sponsoring organizations
- Employers
- Regulatory, law enforcement, and government agencies
- The public

Responsibilities for Instructors and Proctors

Please read the following policies and procedures you will be required to follow as a Registered ServSafe® Proctor or Certified ServSafe® Instructor and Registered ServSafe® Examination Proctor (dual role).

- Follow the examination administration guidelines in this handbook (including how to handle exam irregularities and accommodations), and stay current with changes to procedures.
- Organize and administer all exam location activities and procedures to ensure secure, standardized examination administration.
- Maintain exam security by reporting security breaches and cooperating with any security-related inquiries.
- Return all appropriate exam materials within two business days from the date of the exam or grade the online exam immediately after the last examinee is done. A print exam can be rescheduled within 30 days from the original exam date. (Note: For print ServSafe Food Protection Manager Certification Exams, use the prepaid shipping label and enclosed packaging [if fewer than 50 exams] when returning exams.)
- Ensure there is one registered proctor per every 35 examinees for Print exams, per every 15 examinees for Online exams, and/or per exam room (when more than one exam room is needed).
- We do not allow proctors to monitor the exam remotely via web applications (i.e. Skype, Google Hangouts, etc.) and Exams taken in this way are not valid at this time. Exam proctors must be physically present in the room during exam administration.

- Identify each examinee accurately to prevent a situation in which someone may attempt to take the exam on someone else's behalf. See page 13 *Examinee Check In* for more details.
- Maintain documentation on conformance of exam location to the Association standards and complete the *Exam Location Standard* form with each exam request.
- Conduct examination administration in accordance with all requirements set by state/local regulatory authorities. The Association's regulatory requirements database, located on **ServSafe.com** under the Regulatory Information tab, provides updated information regarding requirements for every state.
- Treat all examinees in a fair and equitable manner.
- Train/supervise assistant proctor(s) and assure their availability in the event the primary proctor must leave the exam room for any reason. A Registered ServSafe Proctor or a Certified ServSafe Instructor and Registered ServSafe Examination Proctor (dual role) must be present during the examination administration process at all times.

Assistant exam proctors are responsible for observing examinee behaviors and assisting with the exam administration duties. An assistant exam proctor must be a Registered ServSafe Proctor and should be present when:

- Testing more than 35 examinees for Print exams or 15 examinees for Online exams
- There is more than one exam room
- The primary exam proctor leaves the room for any reason

Both primary proctors and assistant proctors are expected to ensure the integrity of the exam by **not** doing the following practices:

- Do not review, discuss, copy, publish or keep any ServSafe Food Protection Manager Certification Exam.
- Do not create an answer key or share any information, including actual exam questions/answers, with anyone at any time, especially examinees.
- Do not administer the exam to yourself or anyone who might pose a conflict of interest (e.g., a relative) or an exam security risk.
- Do not construct answer keys for your own use, grade exams yourself, make copies of the answer portion of the *Examination Answer Sheet*, or print any screens from the online exam.
- Do not use information gleaned from an exam to teach a course. Exams are for examinee testing use only!
- Do not falsify or tamper with *Examination Answer Sheets*, exam booklets, scores, results or certifications.
- Do not leave exam materials unattended or outside a secured storage area.
- Do not split a class over two different exam dates, or allow examinees to come in the test exam session after it has begun.
- Do not submit copied ServSafe answer sheets.
- Do not open an exam packer for demonstration purposes.

Verifying Training Hours

The Association does not print students' hours of training onto their ServSafe Food Protection Manager Certification. If you are a Certified ServSafe Instructor in a state or within a local jurisdiction that requires the student provide proof of training hours attended; you, as the instructor, will be responsible for providing that information to the state by completing an *Hours of Training Form*. This simple form will allow you to input the student's name and number of classroom hours attended, which will meet the requirements of that state or local jurisdiction. This form can be found on **ServSafe.com** under the Instructors/Proctors tab.

Examinee Test Use Agreement

In order to take the ServSafe Manager exam and/or receive certification, examinees are required to read and agree to the conditions set forth by the *Examinee Test Use Agreement* on the cover of their exam envelope or preceding the online exam. A copy of the *Examinee Test Use Agreement* is provided in **Appendix A**.

The *Examinee Test Use Agreement* is a contract between the examinee and National Restaurant Association Solutions (NRA Solutions) concerning certain responsibilities of the examinee and NRA Solutions. The *Examinee Test Use Agreement* provides examinees the opportunity to review and accept or reject the terms that govern the purpose, use and content of exams, and consequences of misuse of exam contents, prior to taking the exam. Among other provisions, the *Examinee Test Use Agreement* contains guidelines related to the exam purpose, retesting options, recertification policies, repercussions for cheating, appeal and research options, instructor or proctor responsibilities, confidentiality and privacy (related to the examinee), and reproduction of any or all of the exam.

Examinees may indicate their DISAGREEMENT with the terms and conditions of the *Examinee Test Use Agreement* by returning the sealed exam packet to the proctor. A *Test Use Agreement Refund Form* must be submitted in order to receive a full refund for an exam answer sheet or an exam access code purchased through the Association. The form must be submitted along with the examinee's unused exam answer sheet or unused exam access code. The proctor must note the exam session number on the exam answer sheet or exam access code and sign it.

Security Violations

Any incident perceived to damage the security of the exam will be investigated by the association. This includes, but is not limited to, the situations listed below:

- Theft of exams, exam content, and other confidential information
- Distribution or sale of exam content and other confidential information
- Exam fraud, cheating, or falsification of certification
- Hacking into exam item banks
- Assisting or taking the exam for an examinee
- Lack of test security before, during, or after exam administration
- Misrepresentation of identity
- Failure to follow the procedures in this handbook
- Submission of counterfeit answer sheets
- Monitoring the exam remotely via ANY web applications

Investigations are typically launched within five business days of notification of an alleged violation. Resolution of investigations typically occurs within 30 days or less. If issues arise during the course of an investigation, it may take longer.

During the course of an investigation, the Association has the right to suspend class scoring, as well as exam proctor and course instructor privileges. Exam proctors, course instructors, class sponsors and examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

The Association reserves the right to revoke an examinee's certification based on any action that compromises the validity, reliability, security, or integrity of the Association's certification examination programs. The Association reserves the right to conduct announced or unannounced audits of ServSafe classes and examination administrations. The Association has the right to issue warnings, institute probation, or revoke instructor and/or proctor privileges, based upon the outcome of an investigation and/or at will.

Appeals Policy

Any examinee who is denied eligibility to sit for the exam, denied accommodation, failed the exam, had an exam terminated due to cheating, has had a certificate revoked, or any instructor/proctor wishing to appeal an action resulting from an investigation may appeal the decision by submitting an *Appeal Request Form* within 30 days of the date on the decision letter. The Association will review and render a decision within 30 days of receipt of the form. This decision is final.

Upon receipt of the appeal, the Customer Care Center forwards the request with all prior documentation (if any) to the Accreditation team for review. The Accreditation team will escalate the concern to the Certification Governing Board, Oversight Committee, or Appeals Council to make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual who submitted the appeal within 10 days of rendering the decision.

The Accreditation Department and Practices

The Accreditation Department

As an instructor or proctor, you are not alone in maintaining and monitoring the level of exam security involved in the administration of the ServSafe Food Protection Manager Examination. The Accreditation department is available to assist you with any issues you feel may threaten the security or integrity of the exam.

You can reach the Accreditation Department at ExamSecurity@restaurant.org or call 888.291.6462 for the Exam Security Hotline.

Data Forensics

The Accreditation department regularly analyzes data collected from exams, looking for any irregularities that may indicate a lack of exam security, test fraud, or cheating. Exam data is also used to determine whether or not such policies as the exam retest policy are being adhered to. Exam sessions that are identified as potential sources of concern are subject to investigation, suspension, revocation of results/certification and/or revocation of instructor/proctor status.

Data Forensics Reports have been very effective in conclusively identifying collusion and cheating. Hence, instructor/proctors that are listed as high risk proctors for multiple quarters with a high number of irregularities on Data Forensics Reports will have their instructor/proctor privileges immediately revoked. This is due to numerous investigations and unannounced audits that showed that high risk proctors identified on data forensics reports are consistently in violation of exam security requirements.

Audits

The Association reserves the right to conduct announced or unannounced audits of ServSafe classes and examination administrations. An audit (announced or unannounced) may be scheduled by the Accreditation department at anytime. Audits allow the Association to ensure that exam security standards are being met and evaluate the overall performance of an instructor, proctor, or sponsor organization's examination administration practices.

Once the results have been reviewed and the audit is complete, the Association will share its findings with the instructor, proctor, or sponsor organization. The Association will then work with them to improve any areas they may be having difficulty with or help them maintain any areas in which they already excel.

Exam Location Standards

Locations must conform to all federal/state/local legal requirements for safety, health, and accessibility for all qualified candidates. All exam requests must be accompanied by an *Exam Location Standard Form*. This form will provide additional information about exam location standards and how exam locations will be audited for conformance to the standards listed below. These standards are intended to ensure that examinees have an equal opportunity for success on the examination based on the quality of the exam location environment. Failure to comply with these standards is grounds for suspension, revocation of results/certification, and/or revocation of instructor/proctor status. Keep documentation on file about locations and the conformance of the location to the following standards.

Physical Facility

- Permits all examinees to perform to their highest level of ability.
- Adheres to fire, safety, building (including codes regarding smoking), and occupancy codes in the local jurisdiction.
- Meets all state and/or local regulatory requirements for exam administration.
- Offers adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics allow examinees to hear instructions clearly.
- Accessible for examinees with disabilities (e.g., wheelchair accessibility).
- Offers the ability to monitor the examinees and the exam booklets at all times.
- Allows sufficient spacing between each examinee in actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses.
- Online exam only: A computer with Internet access, mouse, and keyboard is available for each examinee. Not required but recommended is a printer connection for providing printed pass/fail information upon exam completion.
- Location is private to proctor and examinees only during examination administration.

Visibility

- Print based only: The following information (available on the *Exam Information Form*) must be posted in a visible area of the exam location: exam session number, four-digit exam form number(s), and language of the exam (if applicable). Information on how examinees can obtain their results and print their certificates will be included in each exam packet. A copy of this information is provided in **Appendix H**.

Have Available

- This handbook on your exam date for easy reference.
- Online exam only: Proctor access code is available in a secure place, which only the exam proctor can access.
- Blank Answer Sheets or exam access codes: Answer Sheets are not included in the Examination Booklets.

Not Allowed

- Charts, posters, or other materials that might be sources for exam answers.
- Bags/purses, books, papers, pagers, cell phones, and any electronic device that can be used to capture/record exam content. In the event an examinee brings any of these items to the exam location, they must be collected prior to the examination administration and placed in a location that prohibits their use during testing and are inaccessible even if the examinee needs to temporarily leave the exam location (e.g., restroom breaks).

Exam Accommodations and Irregularities

Exam Accommodations: Identifying Examinees with Special Needs

All proctors should be notified of any accommodation requests for a special-needs examinee prior to the exam date in order to obtain approval from the Association and to prepare for the accommodation. The examinee is responsible for submitting all requests for exam accommodation or foreign language interpretation to the Association. If, at the time of the exam, an examinee requests an accommodation that has not been preapproved by the Association, the examinee can either postpone the exam to another date OR take the exam without the requested accommodation. See page 32 for additional information on how to submit a request for exam accommodations or foreign language translation.

Examinees with Disabilities

The Association provides reasonable accommodations to individuals with disabilities following procedures that are consistent with the *Americans with Disabilities Act*, *Uniform Guidelines on Employee Selection Procedures* and the *Standards for Educational and Psychological Testing*. This includes alternate test formats (e.g., oral instead of written) and test aids (e.g., readers or large-print booklets).

Foreign Language Translations

An examinee with limited proficiency in English is permitted to hire and pay for a qualified interpreter to assist the proctor in administering the exam for a language that is not offered. The interpreter needs to be fluent in both English and the examinee's native language. The interpreter may have no personal relationship with the examinee. The interpreter also may not interpret subjective opinions or provide cues to the examinee. Examinees who want to use an interpreter must submit a *Request for Foreign Language Translation Form* prior to the exam date, listing the credentials of the interpreter. If the request is denied, an *Appeal Request Form* can be submitted within 30 days of the denial.

Examinees who want to take the exam in English are permitted to use a printed bilingual English-native language dictionary (e.g., English-Spanish) during the exam. Report the use of a dictionary in the Irregularities section of the *Exam Information Form* for print exams or on an *Irregularity Report* for Online Exams, and inspect the dictionary when the examinee checks in. English-language dictionaries are not allowed.

Exam Irregularities

If any of the irregularities described in this section occur during the exam, note them in the Irregularities section of the *Exam Information Form* for print exams or in an *Irregularity Report* for online exams. If you encounter an irregularity not listed here, please call the Customer Care Center during business hours. If you encounter any irregularities outside of the Association's normal business hours, dismiss the examinee and contact the Association during regular business hours. Please do not take any action until you have heard back from a representative. Irregularity reports for online exams should be submitted by sending an email to ServiceCenter@restaurant.org with "*Irregularity Report*" in the subject line.

Time Allowances

Exam materials should be collected/returned after two hours from the start of the exam. Additional time may only be extended if an approved exam accommodation has been granted through the examination accommodation request process. The approved extended time is an additional hour, unless otherwise stated in the exam accommodation approval letter.

Cheating

If you are certain beyond a reasonable doubt that someone is cheating, you must notify the examinee(s) that he/she must stop the exam immediately. Collect the exam materials and inform the examinee that he/she will not receive a score and must collect his/her personal belongings (including photo IDs) and leave the exam location quietly.

Print Exam Collect the exam materials and write "VOID" in very large letters (preferably in black marker) across the examinee's exam answer sheet. Be sure to include the exam answer sheet and exam packet when you send the materials in for grading. Provide as much information as possible on the incident in the Irregularity Section of the *Exam Information Form*.

Online Exam Suspend the exam before or after requesting the examinee leave the exam location.

Defective Exam Materials (Print Exam Only)

If an exam booklet is defective, give the examinee a new exam packet with the same exam form number. The examinee may continue from where he/she has stopped. Write “Defective Material” on the cover with the nature and location of the defect and note the issue in the Irregularities section of the *Exam Information Form*.

If an examinee notices a translation error or typo, please note the exam form number and exam question that was found to be inaccurate on the *Exam Information Form* under the Irregularities section. Do NOT review the test question yourself. You can also report a translation error or typo by giving the examinee an Exam Comment Form to complete and submit. A copy of the form is provided in Appendix I.

Emergencies

Print Exam If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure) that prevents examinees from completing the exam, take appropriate measures to maintain security during the event.

When possible, the instructor/proctor should return to the exam location to ensure it still meets the standards for exam administration. If the location is deemed suitable and the instructor/proctor feels exam security was maintained, the examinees should return and continue with their exam.

Online Exam If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure) that prevents examinees from completing the exam, close the browsers and shut off the computers with the assistance of the examinees as quickly as possible. Ensure that everything has been shut down prior to leaving the exam location. Note this occurrence by submitting an *Irregularity Report*. **Online classes will automatically be graded 24 hours from when exam was started.**

When possible, the instructor/proctor should return to the exam location to ensure it still meets the standards for examination administration. If the location is deemed suitable and the instructor/proctor feels exam security was maintained, the examinees should return and continue with their exam. To resume the exam, follow the same process used to begin the session.

Illness

If an examinee becomes ill during the exam and must leave the exam location, he/she will not be allowed to return, and a retest will need to be scheduled for another time. The examinee will be eligible for a refund through the Association for his/her exam answer sheet or exam access code.

Print Exam If an examinee becomes ill during the exam, collect the examinee’s exam materials, and return his/her ID and personal belongings. Document this incident as an irregularity.

Online Exam If an examinee becomes ill during the exam, close his/her browser, and return his/her ID and personal belongings. Submit an *Irregularity Report* documenting this incident.

Intentional or Unintentional Disclosure of Test Items

Please note any instances that result in the disclosure of test items, by the examinee or proctor, on your *Exam Information Form* or by submitting an *Irregularity Report*.

Missing Exam(s) (Print Exam Only)

If you discover a secure exam packet is missing prior to the exam date, call the Customer Care Center to report the incident. If you discover a secure exam packet is missing on the exam date and you believe it may have been taken by an examinee, take appropriate measures to assure it is returned before anyone leaves the exam location. If your efforts are unsuccessful, note the incident on the Exam Information Form under the Irregularity Report section and return the remaining exams. This is a security violation, and you will likely receive a survey inquiring about the incident. The exam answer sheets will not be graded until the secure exam packet is returned or the survey has been returned/reviewed.

Restroom Breaks

Only one examinee at a time may go to the restroom during the exam. Prior to the exam, ensure that examinees will not have access to personal effects should a restroom break be required. Ensure the examinee signs out on the *Examinee Entry/Exit Log* when he/she leaves, and signs back in upon return. If an examinee is gone for an extended period of time, record the incident as an irregularity.

Print Exam Collect the exam material before the individual leaves; return the same materials upon the person's return.

Online Exam Examinees should close the browser before leaving the room. Upon return, take the examinee back to the "Welcome Examinee" screen and have the examinee reenter the exam access code. You will then need to re-enter the proctor access code. Anything answered previously has been recorded. The examinee can then proceed to the question where he/she stopped.

Testing Policies and Recertification

Retest Policy

An examinee may take the exam twice within a 30-day period, if necessary. If three or more attempts are required, the examinee must wait at least 60 days from their last attempt. No more than four attempts are allowed in a 12-month period.

Not passing the exam is the only legitimate reason to retest.

For example: 1st attempt: June 1st, 2nd Attempt: June 2nd, 3rd Attempt: August 2nd, 4th Attempt: October 2nd..

Instructor and Proctor Test and Retest Policy

Instructors or individuals looking to become instructors or obtain dual role status must take the **Instructor Version** of the exam to obtain a ServSafe Food Protection Manager Certification.

The **Instructor Version** is a form of the ServSafe Food Protection Manager Certification Examination that is designated for use solely by those who intend to become or currently are instructors and need to obtain certification. This is intended to prevent exposure of identical exam items to both the instructor and the examinee. If a passing score of 75% is not obtained on the **Instructor Version** of the exam, **the Instructor Version must be retaken online**. Please follow the online exam instructions outlined in Section II of this document, page 16. If a passing score is not obtained the second time, the examinee may take the regular version of the ServSafe Food Protection Manager Certification Exam. If they take the regular version and pass, applicants will have to wait 90 days from their exam date before they can teach a class (they can still proctor an exam). If they take the regular version and fail, they will have to wait a year before they can retest.

Unless a proctor must have this certification as a requirement for a job, proctors should not take the exam. If the certification is a job requirement, the proctor must take the **Instructor Version** of the exam. If a passing score is not obtained, the same retest policies as mentioned in the above paragraph will apply.

The **Instructor Version** of the exam is ordered, proctored and administered to the same standards as all other ServSafe Food Protection Manager Certification Exams. It can be administered with other languages and versions of the exam. It must be proctored by a registered proctor and an Instructor/Proctor cannot administer this exam to his or herself or anyone who may pose a conflict of interest.

Examinee Recertification

If an examinee needs to recertify due to the Association's certificate expiration (five years), regulatory requirements, or company requirements; follow the recertification requirements provided by your local regulatory authority or company. The examinee is responsible for locating and paying a registered proctor to administer the exam to them. The Association recommends a review of the most current material prior to retaking the ServSafe Food Protection Manager Certification Exam.

National Restaurant Association Contact Information

If you have any questions related to the administration of any of the Association's exams, we can assist you prior to, on, or following your exam date. When contacting the Association, please have your name and exam session available.

You can contact the Association's Customer Care Center by any of the methods below.

Standard business hours are Monday through Friday, 8:00 a.m. to 9:00 p.m. (EST).

Mail National Restaurant Association
Attention: Customer Care Center
233 S. Wacker Dr., Suite 3600
Chicago, IL 60606

Phone 800.765.2122

Fax 866.665.9570 (toll-free) or 312.583.9853 (in the Chicago area)

Website ServSafe.com **Email** ServiceCenter@restaurant.org

Exam Security Department ExamSecurity@restaurant.org

You must include the exam session number in the subject line.

Exam Security Hotline 888.291.6462



Section II—Procedures

The following section is made up of How-To documents that detail the step-by-step procedures involved in preparing for and managing your ServSafe Food Protection Manager Certification Examination, in both print and online formats.

ServSafe® Food Safety Print Examination Administration

Receiving Exams

- Check to verify that contents of the package match information provided on the *Exam Information Form* and “Dear Proctor” letter.
- Contact the Customer Care Center with any discrepancies, or if exam booklets are not received at least three business days prior to your exam date.
- Place exam packets in a secure place that only the proctor can access until the exam date. No one may review, discuss or copy the exam packet or administer the exam to themselves, or anyone that might pose a conflict of interest (e.g., a relative).



Setting Up Exam Location

- Ensure exam location standards are being met as detailed in the Exam Administration Handbook.
- There must be one instructor/proctor per every 35 examinees.
- Create and keep a seating chart for the exam date, and assign a seat for each examinee. Examinees may not select their own seats.
- Post the exam session number and four-digit exam form number in a visible place for all examinees. Information on how examinees can obtain their exam results and print their certificate will be included as part of their exam packets. A copy of this information can be found in **Appendix H**.
- Examinees must have the **exam session number** and create, or enter, an existing user ID and password to view results on the website. The Association is not authorized to release exam score/result information directly to examinees.
- Ensure you have sufficient blank answer sheets for examinees.



Examinee Check-In

- Have your *Read Before Exam Script* available to use.
- As you check in each examinee, collect a photo ID with signature (e.g., driver’s license, state ID, student ID, military ID, employee ID, U.S. green card, or valid passport), have examinee sign the *Examinee Entry/Exit Log* and verify ID for authenticity. **Note:** Photo ID is collected to ensure the return of all exam materials. This is a security measure meant to prevent the loss of exam materials and thereby maintain exam integrity.
- Close the exam site. If you are in possession of answer sheets, you may distribute them at this time.
- Have examinees clear their immediate area of everything but their answer sheet.
- If an examinee has their own answer sheet, inspect the answer sheet to ensure it is a valid ServSafe answer sheet. Submission of counterfeit answer sheets will result in processing delays for the entire exam session.
- Instruct examinees on how to complete their answer sheets based upon the *Read Before Exam Script* included as an attachment with your exam session confirmation email. A copy can also be found in Appendix D.



Distributing Exams

- Exam packets should be handed to seated examinees one at a time. Do NOT allow examinees to pass exam envelopes to one another.
- Inform examinees that they are not to open the exam packet until told to do so and that they must read and agree to the *Examinee Test Use Agreement*.
- If an examinee DOES NOT agree, they must return their exam package (unopened) to the proctor.
- Inform examinee(s) that they will have two hours to complete the exam unless they have an approved *Exam Accommodation*.
- Indicate that upon completion of the exam, the examinee must place the exam Packet back in the envelope so the exam number shows in the window, tear off the adhesive strip, and reseal.
- Once everyone has read and agreed to the *Examinee Test Use Agreement*, if there are no questions, they may begin the exam.
- Please note:** Do not open an exam packet for demonstration purposes.

Monitoring the Exam

- Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being followed.
- Do not leave the room while the exam is in progress.



Collecting Exams and Examination Answer Sheets

- Examinees must approach the proctor one at a time to turn in the resealed exam packet and properly completed *Examination Answer Sheet*. **Note:** You may not alter, erase, or correct an examinee's *Examination Answer Sheet* yourself, as this is considered tampering, which is a security violation.
- After the exam packet and *Examination Answer Sheet* have been received, mark each examinee's name on the seating chart, have them sign out on the *Examinee Entry/Exit Log*, and return their photo ID.
- Do not place *Examination Answer Sheets* inside the exam envelope. Exam packets are destroyed upon receipt by the Association.

Note: You must ensure that no one looks at the exam materials after they have been collected. Place the collected materials away from examinees leaving the room and those still taking the exam, but still within your sight. Also, at no time should completed *Examination Answer Sheets* be placed inside an exam envelope. If an examinee's *Examination Answer Sheet* is submitted to the Association inside an exam envelope, the examinee will need to retest at your expense.



Returning Exams

- After all exam materials have been collected and all examinees have left the room, count the number of used *Examination Answer Sheets*. Record this number on the *Exam Information Form*.
- Note any irregularities in the Irregularities section of the *Exam Information Form*.
- Place used and unused exam envelopes in numerical order and count to ensure you have the same number originally received from the Association. **ALL** Exam Packets must be returned. Contact the Customer Care Center with any discrepancies.
- Review and complete any necessary information (including additional proctor signatures) on the *Exam Information Form*, and make a copy of this for your files.
- Keep exam envelopes and *Examination Answer Sheets* in a secure place until ready to return to the Association.
- Place *Examination Answer Sheets*, the completed and signed *Exam Information Form*, and any defective materials in the small, white envelope provided.
- Place all exam envelopes, along with the small envelope containing the answer sheets, in the secure tamper-resistant packaging provided.
- Return package by placing the prepaid, return-shipping label on the package and shipping to the Association's Customer Care Center within **two business days** of the exam date. **Note:** Failure to ship materials within two business days of the exam date, using improper packaging, using a mailing method that is not in-route traceable, and/or failing to inform the Association's Customer Care Center there will be a shipping delay are all security violations subject to disciplinary action.
- We recommend dropping off exam packets at a physical UPS location and obtaining a receipt for each shipment.



Results/Certificates

- Results/certificates are posted to the website within 3-4 days of receipt by the Association.

ServSafe® Food Safety Online Exam Creation and Administration

To Schedule Exam

1. Go to **ServSafe.com** and Log In.
2. Select **Instructors/Proctors** in the ribbon at the top of the page and then click on **Exam Management** in the teal ribbon on the following page.
3. Click the **SCHEDULE EXAM** button to the right of the exam you are ordering.
4. Read the *Examination Request Agreement Form*. Click the **I ACCEPT** button at the bottom of the form.
5. Select **Online Exam**.
6. Select language/version and click **CONTINUE**. Online exams are available in English, Spanish, Chinese, and Instructor version. **Note:** For the Spanish-language and Chinese-language exams, the questions and answers are in Spanish or Chinese. The navigation and instructions are in English.
7. Please note the following details:
 - Online exams are bilingual and currently have a translation feature that allows examinees to toggle between the foreign language translation and English.
 - Once an examinee starts an exam in one language, they must complete it in the same language.
 - The English, Spanish, Chinese, and Instructor version of the exams **MUST** be administered by creating separate exam sessions. One exam session must be created for all English-language examinees, another exam session created for all Spanish-language examinees, and another exam session for all Chinese-language examinees, etc.
 - A new exam access code will need to be purchased if an examinee changes language preference after the exam has begun. The Association will not reimburse exam access code costs for an exam already in progress.
8. Complete the **EXAM REQUEST FORM**. If your organization does display in the list, you must search for your company by clicking the **ORGANIZATION** link. If your organization is not listed, contact the Customer Care Center.
9. When all fields are completed, click **SAVE**. You will be provided both an exam session number and a proctor access code. Print this screen or document these numbers for access to the exam. You will receive this information via email, if a valid email address is on file.



To Purchase Online Exam Access Codes

1. Select **ServSafe Manager** in the ribbon at the top of the page and then select **Buy Manager Products** in the teal ribbon on the following page.
2. Under the **Manager Online Training and Certification Exams** section, select **Manager Online Training and Certification Exams**.
3. Click the **ADD TO SHOPPING CART** button for the ServSafe Manager Certification Online Exam (electronic voucher SSONLINEX). **Note:** If you are not already logged in, the **LOG IN** page will display. You must log in to continue.
4. A message displays about needing a proctor for the examination. Close the message window. **Note:** No refunds will be given for online products.
5. Enter the quantity and click the **GO TO CHECKOUT** button. Ensure that the email address to send the exam access codes is accurate.
6. Provide payment information on the **CHECKOUT** page.
7. Review your order on the **ORDER REVIEW** page. If your order is correct, click the **PLACE ORDER** button. If your order is NOT correct, click the **GO BACK TO SHIPPING & BILLING INFORMATION** button.
8. Your order number and status will display on the **ORDER PLACED SUCCESSFULLY** page. Print this page for future reference. You will receive the exam access codes via email if a valid email address is on file.

Exam Location Requirements

- Ensure a computer with Internet access, mouse, and keyboard is available for every examinee.
- Review page 7 of the *ServSafe Exam Administration Handbook* to ensure exam location standards are being met.
- Identify each examinee accurately, observe examinee behavior, and take frequent walks around the exam location during exam administration to prevent cheating.
- Have your *ServSafe Food Safety Manager Certification Proctor Checklist* available and use as a guideline for exam administration.
- Have your *Read Before Exam Script* available.



To Begin an Online Exam

- Select **ServSafe Manager** in the ribbon at the top of the page and then select **Take Online Exam** in the teal ribbon on the following page.
- The examinee will log in.
- Under **ServSafe Manager**, then the examinee should click the exam to take and select the version.
- The examinee must read the EXAMINEE TEST USE AGREEMENT and click the **I ACCEPT** button.
- The examinee enters the exam access code and clicks the **CONTINUE** button.
- The examinee verifies or updates the EXAMINEE PERSONAL INFORMATION section. The proctor enters the proctor access code to begin the exam. Do NOT give the proctor access code to examinees. The examinee selects the **START EXAM** button. **Note: Make sure the correct proctor access code is entered prior to beginning the exam. The proctor access code is linked to the exam language and the exam access code entered. Linking an examinee to an exam language that is NOT their preference will require the purchase of a new exam access code.**
- Inform examinee(s) that they will have two hours to complete the exam, unless they have an approved exam accommodation.
- To monitor online exam progress (on a separate computer), select **Instructors/Proctors** in the ribbon at the top of the homepage and then click on **Exam Management** in the teal ribbon on the following page. Select **EXAM ACTIVITIES**, then click **Monitor or Submit Online Exam Session for Grading**.
- Log in if you are not already logged in under **Exam Management**.
- Scroll down to the **VIEW EXAM SESSION STATUS** section and change the sorting information, if desired.
- Scroll to find the appropriate exam session number.
- Click the **VIEW PROGRESS** button.
- Select the **SUSPEND** link to suspend the progress of an examinee and **RESET** to resume.
- Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being followed. **Do not leave the room while the exam is in progress!**
- When the examinee completes the exam, enter the proctor access code, and select **FINISH**. Pass/fail results are given immediately.



To Officially Complete Exam

- Select **Instructors/Proctors** in the ribbon at the top of the page and then select the **Exam Management** in the teal ribbon on the following page.
- Log in if you are not already logged in.
- Scroll down to the **VIEW EXAM SESSION STATUS** section and change the sorting information, if desired.
- Scroll to find the appropriate exam session number.
- Click the **VIEW PROGRESS** button.
- After all examinees in the exam session have completed the exam, scroll to the bottom of the page and click the **GRADE EXAM SESSION** button.
- If you are grading an exam session with more examinees assigned than completed the examination, a message displays. You can click the **YES** button to continue grading the exam session. Completed exams will be graded and the exam session will be closed. Click the **NO** button to cancel exam session grading.
- To view examinees' percent scores, scroll to find the appropriate class and select **SCORE ANALYSIS**.
- If anything unusual occurs during exam administration, including technical difficulty, send an *Irregularity Report* to ServiceCenter@restaurant.org.
- Online exam administration is now complete and results/certificates will be available immediately.

Verifying Training Hours with an Hours of Training Form

When to Complete an Hours of Training Form

- If you are in a state or a local jurisdiction that requires the student to provide proof of training hours attended.



How to Find the Hours of Training Form

- Go to **ServSafe.com**. Select **Instructors/Proctors** in the ribbon at the top of the page and then select **EXAM SUPPORT MATERIALS** in the teal ribbon on the following page
- Click *Hours of Training Form*.
- Print the form and complete the information. This form can be shown to health inspectors or your local health department to verify the number of classroom hours attended.

Submitting a Request for Exam Accommodation or Foreign Language Translation

When to Submit a Request for Exam Accommodation or Foreign Language Translation

- To request a change in exam administration for examinees with special needs.
- To request an interpreter for an examinee with limited proficiency in English.
- Requests for exam accommodations must be submitted prior to exam administration by the examinee or on behalf of the examinee.



Examinee Information Needed to Submit a Request for Foreign Language Translation or Exam Accommodation

- Examinee name, date of birth, telephone number, email address, and description of disability that qualifies for an accommodation.
- Description and documentation of disability and type of accommodation requested. **Note: If supporting documentation is not submitted with the request, the request will be denied.**
- Interpreter's credentials and business card or letterhead.



Instructor/Proctor Information Needed to Submit a Request for Exam Accommodation or Foreign Language Translation

- Proctor name, proctor number (if available), company name and address, date of exam, telephone number, email address.



How to Submit a Request for Exam Accommodation or Foreign Language Translation

- Go to **ServSafe.com**. Select **Instructors/Proctors** in the ribbon at the top of the page and then select **EXAM SUPPORT MATERIALS** in the teal ribbon on the following page.
- Select **Request for Exam Accommodation or Foreign Language Translation Form** to download or print the form.
- Complete the form then scan and email to **ExamSecurity@restaurant.org**. Please include **Exam Accommodations Request** in the subject line.
- Requests are processed within 3-5 business days.
- The examinee will be contacted directly via email (if provided) concerning the outcome of the request. Proctors/Administrators will also be notified via email (if provided).
- Once the examinee has been approved for his or her requested accommodation, it is his or her responsibility to contact the exam proctor to schedule the exam session with the approved accommodation.

Submitting an Online Irregularity Report

When to Submit an Online Irregularity Report

- An examinee experiences any type of technical difficulty while taking the exam.
- There is a deviation in exam administration protocols as outlined in the *ServSafe Food Safety*.
- It is not necessary to submit an irregularity report if no irregularities occurred.



How to Submit an Online Irregularity Report

- Send an email to ServiceCenter@restaurant.org.
- Include the type of exam (ServSafe Food Safety), exam session number, and "Irregularity Report" in the subject line.
- For print exams, please make note of any irregularities in the Irregularity section on the exam information form.



Information to be Included with an Online Irregularity Report

- Instructor/proctor user name and password, proctor access code, examinee name, exam access code, and a contact phone number for the instructor.
- The specific reason for submitting the irregularity report. If it is related to a technical error with the Association's website, be sure to include the error message exactly as it reads on the screen (if possible, copy and forward the message as part of the irregularity report).
- Resolution or action taken to resolve the irregularity (if applicable).



Irregularity Report Resolution

- An Association representative will contact the instructor/proctor if necessary to resolve the issue.

Submitting a Test Use Agreement Refund

When to Submit a Test Use Agreement Refund

- The examinee chooses not to agree with the terms of a print or online exam.



How to Submit a Test Use Agreement Refund Form

- Go to **ServSafe.com**. Select **Instructors/Proctors** in the ribbon at the top of the page and then select **EXAM SUPPORT MATERIALS** in the teal ribbon on the following page.
- Click on *Test Use Agreement Refund Forms* link to download or print.
- For print examinees, mail the unused answer sheet (with the exam session number and proctor's signature across the top) and the completed *Test Use Agreement Refund Form* to National Restaurant Association, Customer Care Center, 233 S. Wacker Dr., Suite 3600, Chicago IL 60606.
- For online examinees, email the *Test Use Agreement Refund Form* (along with the exam access code, exam session number and proctor's signature) to **courseadminfax@restaurant.org**.
- Please note: Used answer sheets and redeemed exam access codes are NOT available for refunds.

Submitting an Appeal Request Form

When to Submit an Appeal Request Form

- Any candidate or examinee who has been denied eligibility to sit for an exam, failed an exam, or whose certificate or instructor/proctor privilege has been revoked may appeal a denial or revocation by submitting a written request to the Customer Care Center within 30 calendar days of notification of the denial or revocation.



How the Appeal Process Works

- Upon receipt of the appeal, the Customer Care Center forwards the request with all prior documentation (if any) to the Accreditation department for review. Accreditation will escalate the concern to the Certification Governing Board, Oversight Committee, or Appeals Council to make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual who submitted the appeal within 10 days of rendering the decision.
- The decision concerning an appeal is final.



How to Submit an Appeal Request Form

- Go to **ServSafe.com**. Select **Instructors/Proctors** in the ribbon at the top of the page and then select **EXAM SUPPORT MATERIALS** in the teal ribbon on the following page.
- Select **Appeal Request Form** to download or print the *Appeal Request Form*.
- Complete the form, then email to **courseadminfax@restaurant.org**.

Submitting a Cancellation and Shipping Refund

When to Submit a Cancellation and Shipping Refund

- You are eligible for a refund of shipping charges on canceled exam sessions if your exams have not already shipped.



How to Submit a Cancellation and Shipping Refund

- Submit an email to ServiceCenter@restaurant.org with **Cancelled Exam Session Refund** in the subject line.
- In the message include:
 - Your name
 - Instructor/proctor ID number
 - Exam session number



- Refunds are issued within four to six weeks of receipt.

Resolving Technical Issues

When You Have a Technical Issue

- Most technical issues will include instructions on how to resolve the issue. If no instructions are provided, proceed to the instructions below.



If No Instruction Is Provided

- Make note of the error and close the browser.
- Return the examinee to the **Welcome Examinee** screen and proceed with the exam. The examinee will be able to continue from where he/she left off with the exam.
- If restarting the browser does not resolve the issue, call the Customer Care Center at 800.765.2122, and report the error so the Association may assist in resolution.
- Note any technical difficulties that occur during exam administration by sending an Irregularity Report via email to **ServiceCenter@restaurant.org**. Please note the error message and the exam session.

How to Request an Exam to Be Rescored

When to Submit an *Answer Sheet Review Form*

- An exam score is inaccurate or missing. (These requests must be submitted by the instructor/proctor of the exam.)



Information Needed to Submit an *Answer Sheet Review Form*

- Answer Sheet Review Form* must be submitted within 30 days of receiving the score results.
- Include the name of the proctor, examinee, exam date, and exam session number.



How to Submit an *Answer Sheet Review Form*

- Go to **ServSafe.com**. Select **Instructors/Proctors** in the ribbon at the top of the page and then select **EXAM SUPPORT MATERIALS** in the teal ribbon on the following page
- Select **Answer Sheet Review Form** to download or print the form.
- Complete the form, then email it to **ServiceCenter@restaurant.org**.
- Requests are processed within five business days of receipt.
- The requestor will be contacted directly concerning the results of the request.

How to Request a Misspelled Name Be Corrected

When to Submit an *Name Correction Form*

- To correct an Examinee's name in the event that the name was spelled incorrectly on an answer sheet or if a legal name change has occurred after the exam date.
- Providing false information when submitting this Name Correction Form is subject to prosecution to the full extent of the law.**



Information Needed to Submit an *Name Correction Form*

- Misspelled Record:** Please attach a copy of a state issued identification (Driver's license, State ID or Passport) to support the name correction.
- Legal Name Change:** Please attach legal documentation (Example: Marriage license or Certified court order) to support the name change.



How to Submit an *Name Correction Form*

- Go to **ServSafe.com**. Select **Instructors/Proctors** in the ribbon at the top of the page and then select **EXAM SUPPORT MATERIALS** in the teal ribbon on the following page
- Select **Name Correction Form** to download or print the form.
- Complete the form, then email it to **ServiceCenter@restaurant.org**.
- Requests are processed within five business days of receipt.
- The requestor will be contacted directly concerning the results of the request.

How To Request Exam Accommodations

Guidelines and Frequently Asked Questions

All supporting documentation must be submitted at the same time as the Request for Exam Accommodation Form. This form must be submitted directly to National Restaurant Association for approval.

What types of conditions or impairments might need to be accommodated?

The most commonly accommodated conditions include:

- Learning disabilities
- Emotional disorders such as major depression
- Visual impairments
- Physical impairments
- ADHD

What type of documentation must be submitted when requesting accommodations?

1. A letter written and signed by a physician, guidance counselor, disability support specialist, social worker, psychiatrist, or other professional qualified to evaluate the disability, who has made an individual assessment of the examinee, which includes the examinee's name, date of birth, and the date of diagnosis or evaluation.
 - o The letter must be printed on the Certified Examiner's letterhead, and include the Examiner's credentials, title, address, and telephone number.

and/or

2. Other evidence of prior diagnosis, any modifications, accommodations, or auxiliary aids or services received in a similar testing situation.
3. Other evidence of any modification, accommodation or related aids or services provided under an Individualized Education Program (IEP) under the Individuals with Disabilities Education Act, or any plan describing services pursuant to Section 504 of the Rehabilitation Act of 1973.

Who is considered a Certified Examiner?

A physician, guidance counselor, disability support specialist, social worker, psychiatrist, or other professional qualified to evaluate the disability.

Who can read the exam aloud once the exam accommodation has been approved?

The reader must be someone who is not acting as the Registered Proctor for the exam session. The reader can't be anyone who is related to the examinee, a Certified Food Protection Manager, a direct supervisor or manager, nor can it be someone that has a vested interest in food protection. The reader of the exam must sign and submit the Reader Guidelines and Non-Disclosure & Confidentiality Agreement form. This form must be submitted along with the Request for Exam Accommodation form.

Note: Readers may not provide cues to the examinee or answer any questions during the administration of the exam. The Exam must be in a proctored environment where the reader is not active as the Exam Proctor. The reader and proctor can't serve both roles.

When should the request for Exam Accommodations be submitted?

It is strongly recommended that the request for exam accommodations be submitted well in advance of the exam date to allow for ServSafe approval, as well as coordination between the examinee and Exam Proctor.

Can the ServSafe Exam be taken with an accommodation that has not been approved by ServSafe?

Under no circumstance should an examinee be allowed to take the ServSafe exam with an unapproved accommodation. If the requested accommodation has not been approved by ServSafe, the examinee may either postpone the exam until the accommodation is approved by ServSafe or take the exam without the requested accommodation.

How will I know if the request for exam accommodation has been approved or denied?

Approval or denial of an exam accommodation will be communicated directly to the examinee and/or Exam Proctor via email or fax number. Examinees are required to provide a valid email address or fax number when submitting a request for exam accommodation or foreign language translation.

The examinee is illiterate or has difficulties with reading comprehension unrelated to a disability. What are the options?

We encourage submission of a completed request for exam accommodation form, along with a statement from an educator, doctor, trainer, school counselor, or other professional who can attest to the examinees difficulties. The statement must be provided by someone who does not represent a conflict of interest. Each request will be considered on an individual basis and processed as a courtesy accommodation.

I still have questions. Who should I contact?

Contact the Accreditation department

By email: examsecurity@restaurant.org
Please remember to include *“Exam Accommodation”*
in the subject line

By telephone: **888.291.6462**

How To Request Foreign Language Translations *Guidelines and Frequently Asked Questions*

In the event that an exam version is not available in your requested language and you require a translator, you may submit a Request for Foreign Language Translation form.

What are the options if the Exam is not in offered in the examinee's native language?

If the exam is not available in the examinee's native language, the examinee is allowed to use a dictionary with translations from English to their native language during the exam (ex: English to Spanish, English to Arabic, etc.). All dictionaries, whether paper or electronic, must be inspected by the Exam Proctor prior to the start of the exam.

Who can provide translation services during the Servsafe Exam?

The translator must be someone who is not acting as the Registered Proctor for the exam session. The translator can be anyone who is not related to the examinee, is not a Certified Food Protection Manager, is not a direct supervisor or manager, nor have any vested interest in food protection. The translator must provide proof of providing translation services in a professional capacity in the form of references or other proof. The translator must sign and submit the Translator Non-Disclosure and Confidentiality Agreement along with the Request for Foreign Language Translation Form

Please Note: Translators/Interpreters may not provide cues to the examinee or answer any questions during the administration of the exam. The Exam must be in a proctored environment where the translator/interpreter is not active as the Exam Proctor. The translator/interpreter and proctor can't serve both roles.

What adaptive technologies are recommended when taking an online ServSafe Exam?

While ServSafe does not endorse use of any brand of adaptive technology, we are confident that such programs can be used successfully with an online ServSafe Exam.

Please note: Google Translate is not a valid option for any ServSafe Exam.

How will I know if the request for foreign language translation has been approved or denied?

Approval or denial of a foreign language translation request will be communicated directly to the examinee via email or fax. Examinees are required to provide a valid email address or fax number when submitting a request for exam accommodation or foreign language translation.



What happens after the request for foreign language translation is approved?

You must notify your Exam Proctor of your approved foreign language translation in advance so they can prepare for the accommodation.

How long is the approved translation request valid?

The examinee must request a foreign language translation every time they sit for a ServSafe Exam.

How To Submit an Examinee Comment Form

When to Provide an Examinee Comment Form

- An examinee would like to comment on an exam question because of a typo or error within a question or they wish to provide general feedback

How to Submit an Examinee Comment Form

- The examinee must complete all sections of the Examinee Comment Form indicated by an asterisk (*).

Note: You may make as many copies of the BLANK form as needed to provide to every examinee. However, you may not review, copy, or otherwise reproduce the Examinee Comment Form or any of its content after it has been completed by the examinee. The contents of the completed form should be considered confidential. Do not use information gleaned from this form to teach to the exam.

- Include the completed form with your completed exam package.
- The form will be reviewed when the exam session is processed for grading.



Section III – Appendices

Appendix A

EXAMINEE TEST USE AGREEMENT:

I, THE EXAMINEE, HEREBY CERTIFY THAT I HAVE READ, UNDERSTAND, AND AGREE TO ALL OF THE BELOW TERMS, CONDITIONS, AND OTHER PROVISIONS STATED, AND BY BREAKING THE SEAL AND OPENING THIS ENVELOPE I AM INDICATING MY AGREEMENT TO THE BELOW TERMS AND CONDITIONS:

The content of this ServSafe® Food Protection Manager Certification Examination (“Exam”) and this Exam booklet are the property of the National Restaurant Association Educational Foundation, as licensed to National Restaurant Association Solutions, LLC. Both are protected by copyright law, trade secret law, and international agreements.

You are expressly prohibited from copying, recording, downloading, disclosing, publishing, reproducing, or transmitting this Exam, in any form or by any means for any purpose, without the prior express written permission of National Restaurant Association Solutions, LLC.

Cheating is not allowed. Cheating is defined as any action that may provide an unfair advantage over other Examinees or compromise the Exam itself, such as:

- Prior knowledge of test content
- Viewing or copying other examinees’ answers regarding the Exam by any means
- Use of recorded notes or unauthorized aids
- Planning or consulting with other persons regarding the Exam by any means

Examinee performances are statistically monitored for evidence of cheating. You are required to report cheating to National Restaurant Association Solutions, LLC and/or to your Exam Proctor. National Restaurant Association Solutions, LLC has the right to investigate any report or suspicion of cheating.

Penalties for cheating may include, but are not limited to:

- Denial or revocation of certificate without refund
- Immediate dismissal from the Exam location
- Civil or criminal action
- Refusal for future testing
- Declining to score or to cancel the Exam scoring
- Other action that National Restaurant Association Solutions, LLC considers appropriate

National Restaurant Association Solutions, LLC may notify third parties of penalty actions, with or without prior notice to you. These parties include:

- Educational institutions
- Employers
- Government, health, and regulatory agencies
- Law enforcement agencies

By completing and submitting the Exam Answer Sheet, you agree that National Restaurant Association Solutions, LLC or its designee may release score information to others that it deems reasonably appropriate. These include, but are not limited to:

- You, the Examinee
- Employers
- Course Instructor and/or Exam Proctor
- Government, health, and regulatory agencies

You may indicate your **DISAGREEMENT** with the above terms and conditions by returning sealed this envelope to the proctor. You will be eligible to receive a full refund for your Exam Answer Sheet through National Restaurant Association Solutions LLC. To receive a refund for this reason, you must write your exam session number across the Exam Answer Sheet, have your proctor sign it, and then visit www.ServSafe.com for additional refund information.



#0655

DO NOT OPEN THIS EXAM UNTIL YOU ARE TOLD TO DO SO BY YOUR PROCTOR

Appendix B

Proctor Checklist: ServSafe® Food Protection Manager Certification— Print Version Exam Administration

Before the Exam Date

- Read, understand, and keep a copy of the *ServSafe Exam Administration Handbook*.
- Read, understand, and have available a copy of the *Dear Proctor Letter* and the *Read Before Exam Script*.
- Verify upon receipt of Exams:
 - Exam serial numbers/languages match what's listed on the *Exam Information Form*.
 - Return label and packaging included.
 - Contact the Customer Care Center 1-800-765-2122 with any discrepancy.
- Place exam materials in a secure location and maintain security of the exams at all times.
- Create a seating chart and an *Examinee Exit/Entry Log*.
- Ensure you have sufficient, valid, blank **ServSafe Exam Answer Sheets**. **Note: Answer Sheets are not included with Examination Booklets.**

Day of the Exam

- Check and collect each examinee's ID upon arrival to the exam location.
- Post the exam session number and exam form number for all examinees to view.
- Ensure that examinees clear desks of their belongings. If an examinee received special authorization to use an English language dictionary, inspect it for notes and other markings.
- Read out loud to examinees the *Read Before Exam Script* provided as part of the exam session email confirmation.

After Exam Administration

- Conduct a thorough review of each answer sheet for any errors in the personal information portion of the answer sheet. If any errors are discovered, return the answer sheet to examinee so that he/she may correct the errors before leaving the room.
- Return photo IDs to examinees.
- Verify all exams, used and unused, are accounted for and in numerical order.
- Review the *Examination Information Form* and write in all requested information. **If there were any irregularities during the examination administration, they must be noted.**
- Make a copy of the *Examination Information Form*, and keep it on file with your attendance roster, location standards, and seating chart. **(Retain all for at least one month.)**
- Return all exam packets (**used and unused**), completed answer sheets, and *Exam Information Form*, within 2 business days of administering the exam (**using packaging and label provided in exam package**).

Appendix C

Proctor Checklist: ServSafe® Food Protection Manager Certification— Online Exam Administration

Before the Exam Date

- Read, understand, and keep a copy of the *ServSafe Exam Administration Handbook*.
- Confirm that the physical exam facility meets the requirements provided by the National Restaurant Association.
- Schedule the exam session.
- Order exam access codes, or confirm that examinees will have them when they attend the exam.
- Create a seating chart and an *Examinee Exit/Entry log*.

Day of the Exam

- Check and collect each examinee's ID upon arrival to the exam location.
- Have the proctor access code (and exam access code, if applicable) available.
- Notify examinees that pass/fail results will be available immediately. Official scores will be available within one business day.
- Notify examinees that they have only two hours to complete the examination (unless an accommodation has been submitted and approved).
- Instruct examinees how to access the online exam:
 - Create a user ID and password (login)
 - Read through and accept the *Test Use Agreement*
 - Read step 1, review exam instructions
 - Complete the practice exam
- Verify that the examinee's name appears, and not the proctor's name,** and that the examinee is logged in before entering the proctor access code and starting the exam.
- Read out loud to examinees the *Read Before Exam Script* provided in the exam session email confirmation.

After Exam Administration

- Enter the proctor access code for each examinee upon completing the exam.
- Return photo IDs to examinees.
- After the last examinee finishes, log into *ServSafe.com* and grade the online exam.
 - Results for examinees will be available immediately
 - Certificates will also be available for printing at this time
- Send any exam irregularities, technical issues or otherwise, to ServiceCenter@restaurant.org.

Appendix D

Read Before Exam Script and Instructions for the ServSafe® Food Protection Manager Certification Examination—Print Version

THIS SCRIPT IS REQUIRED TO BE READ BY PROCTORS PRIOR TO THE ADMINISTRATION OF A PRINT BASED EXAM.

On behalf of the National Restaurant Association, I would like to welcome you to the ServSafe Food Safety Manager Certification Examination.

I will be your proctor for this exam session. I will administer, observe, and collect all exams according to the National Restaurant Association's rules. I will monitor the administration of the exam at all times. I am not allowed to answer any questions during this exam, and that includes rephrasing and/or interpreting exam questions. I will also report any form of cheating and cooperate with any security-related inquiries.

I have collected all of your IDs and given you an individually numbered exam envelope. Do not open the envelope until I tell you to do so. Your IDs have been collected and will be kept secure during the exam. Your IDs will be returned to you after you have completed the exam and turned in your sealed exam envelope and answer sheet.

Please clear your desk and surrounding area of all personal belongings, including cell phones, scratch paper, notes, and books. You should only have your pencil/pen, answer sheet, exam booklet, and envelope on your desk at this time.

If you need to use the restroom while taking the exam, please raise your hand. You will need to place your exam and answer sheet in the envelope, and I will collect it before you leave. Do not seal the envelope or you will not be able to complete the exam. I will give the packet back to you when you return. Only one person is allowed to leave the room at a time, so please return as quickly as possible. You are not allowed to take any personal belongings with you when you leave the room.

Keep your eyes on your own exam booklet and answer sheet at all times. Please be aware that any type of cheating is grounds for dismissal from the exam. **Any indication of cheating can lead to severe penalties, including but not limited to, revocation of your certificate without refund and refusal for future testing.**

Please note this exam is the copyrighted property of the National Restaurant Association and no one is authorized to disclose or discuss exam questions in any way without the explicit written consent of the National Restaurant Association Solutions. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

Please listen to the following instructions carefully as the personal information portion of the answer sheet must be completed properly. Please use only capital letters and be sure to print clearly so that your information is recorded correctly.

- In the left upper space labeled **Last Name**, print your last name, one letter in each box. After doing so, print your first name in the right upper space labeled **First Name**. Darken in the corresponding circles below each letter.
- In the spaces labeled **Home Address, City, State, and ZIP or Postal Code**, please print your complete address.
- In the space labeled **Exam Form #**, please clearly print the four-digit examination form number (found on the upper right corner of your test booklet cover and on the test envelope).
- In the lower right corner is the field for the last four digits of your **Social Security Number**. **You may choose whether or not to provide this information as it is not a required field.**

- In the space at the bottom of the page labeled **Email Address**, please print your email address clearly. **It is very important that you provide your email address, as this will be the only way to access your certificate. Email addresses are mandatory. If you do not have an email address you will be able to request a copy of certificate be sent to you via mail for a nominal fee.**
- Please be sure to darken the appropriate circles regarding gender and country, and indicate if you are certifying for the first time, recertifying, or retesting,

Once you've completed the front of the answer sheet, turn it over and answer the questions on the top section. If you know your company ID, employee ID, or NRA student number, please provide that information in the spaces provided.

Make sure that the information you entered is accurate and also be certain that you have darkened the correct circles. If you do not know whether you entered your information properly, please raise your hand and I will assist you.

To record your answers to the test questions, darken the circle next to the letter of your choice and not the letter itself. If you do not completely fill the circle for your answer, it may be marked wrong. If you fill in more than one circle it will be marked incorrect. So it is important to darken only one circle for each response. Erasure marks should be completely erased. You are allowed to write in the Examination Booklet, but all responses must be transferred to the Exam Answer Sheet.

You may skip over questions that you wish to come back to later, but make sure you answer all questions before turning in your exam. If you have finished your exam and there is extra time, please review all items and go back to answer any questions that you may have skipped before submitting your completed exam to me.

You have two hours to complete this exam. If you have not completed the exam within the two hour timeframe, your answer sheet and exam booklet will be collected, even if you are not finished, unless you have been granted an exam accommodation.

Does anyone have any questions?

If there are no questions at this time, please read the *Examinee Test Use Agreement* on the envelope. You must agree to this before opening the envelope and removing the exam booklet. If you do not agree to the *Examinee Test Use Agreement*, please raise your hand and I will pick your exam up from you. If you agree to the *Examinee Test Use Agreement*, turn the envelope over and pull the perforated strip on the sealed portion of the flap to open the envelope. Remove the green sheet of paper and write down the 7-digit exam session number I've given you in the space indicated. You will need this exam session number in order to view and print your certificate on the ServSafe website. Once you've written down the exam session number, return the sheet to your proctor. It will be returned to you along with your ID once you've completed the exam.

Once you have completed your exam, place your exam booklet back in the envelope so that the exam form number shows in the window, tear off the adhesive strip, and reseal it. Do not seal your answer sheet inside of the exam booklet or envelope. If you seal your answer sheet inside the envelope your exam will not be scored and you will need to retest at your own expense.

Please approach me one at a time and turn in your sealed envelope and completed answer sheet. Your ID and green sheet will be returned to you at this time. Please leave quietly as there may be people still be taking the exam.

Are there any final questions?

Good luck! You may now begin your exam.

Appendix E

Read Before Exam Script and Instructions for the ServSafe® Food Protection Manager Certification Examination – Online Version

THIS SCRIPT IS REQUIRED TO BE READ BY PROCTORS PRIOR TO THE ADMINISTRATION OF AN ONLINE EXAM.

On behalf of the National Restaurant Association, I would like to welcome you to the ServSafe Food Protection Manager Certification Examination.

At this time, all of your IDs have been collected and will be kept secure for the duration of the exam. Your IDs will be returned to each of you when you complete the exam.

Your desk and surrounding area should be clear of all personal belongings, including cell phones, scratch paper, notes, and books. Only your computer monitor, keyboard, and mouse may be used for the duration of the exam.

If you need to use the restroom while taking the exam, please raise your hand. Only one person is allowed to leave the room at a time, so please return as quickly as possible. You are not allowed to take any personal belongings with you when you leave the room.

I will be your proctor for this exam session. I will administer, observe, and collect all exams according to the National Restaurant Association's rules. I will monitor the administration of the exam at all times. I am not allowed to answer any questions during this exam, and that includes rephrasing and/or interpreting exam questions. I will also report any form of cheating and cooperate with any security-related inquiries.

You are prohibited from talking and referring to any books or notes while taking the exam. Keep your eyes on your own computer at all times. Please be aware that any behavior that can be construed as cheating is grounds for dismissal from the exam. **Any indication of cheating can lead to severe penalties, including but not limited to, revocation of your certificate without refund and refusal for future testing.**

Please note that this exam is the copyrighted property of the National Restaurant Association, and no one is authorized to disclose or discuss exam questions in any way without the explicit written consent of the National Restaurant Association Solutions. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

You may skip over questions that you wish to come back to later. However all exam questions should be answered, as there is no penalty for guessing if you are not certain of an answer. You will have the opportunity to review all items and go back to answer any that you may have skipped before the exam is submitted.

You may skip over questions that you wish to come back to later, but make sure you answer all questions before turning in your exam. If you have finished your exam and there is extra time you, please review all items and go back to answer any questions that you may have skipped before submitting your completed exam to me.

You have two hours to complete this exam. If you have not completed the exam within the two hour timeframe, your online testing session will be closed regardless of your progress, unless you have been granted an exam accommodation.

Does anyone have any questions?

If there are no questions at this time, you may now begin your exam. Good luck!

Please close this window to return to the Welcome Examinee screen and follow the instructions as dictated on that screen. Please be sure to have all examinees agree to the *Examinee Test Use Agreement* prior to beginning the exam.

Appendix F

Request for Exam Accommodation

This form must be submitted directly to National Restaurant Association Solutions (NRA Solutions) by the examinee or on behalf of the examinee. Please provide the following information and send attached to an email to examsecurity@restaurant.org or fax this form to 866.665.9570 (toll-free) or to 312.583.9853 (local direct) All examinees will be notified of their approved or denied accommodation status via email. It is the examinee's responsibility to notify their proctor of their approved examination so the proctor can prepare for the accommodation.

Accommodation requested for following delivery method:

(Must select one)

- Print Exam with Registered Proctor
- Online Exam with Registered Proctor
- Pearson Vue Testing Center
- ProctorU Proctoring Service

Section I. Examinee Information

Name

Date of birth

Email address

Daytime telephone number

Section II. Type of Accommodation Requested

(Select all that apply)

- Reader (signed *Reader Non-disclosure & Confidentiality Agreement* must be attached)
- Separate room/alternate exam location
- Extra time
- Scribe
- Sign language interpreter

Section III. Instructor/Proctor/Organization Information

Name of proctor (if known)

Name of sponsoring organization

Date of exam

Section IV. Documentation Guidelines

Documentation must meet the following guidelines in order to be processed:

- Be current (within 3 years if possible)
- State a specific diagnosis
- Include a detailed description of current functional limitations
- Written by a professional qualified for evaluating the disability
- Include the examinee's name, date of birth, and the date of diagnosis or date of last evaluation
- Proof of previous accommodation



Reader Guidelines

As the Reader for the ServSafe Exam you attest to the following:

- You have no personal relationship with the examinee.
- You are not a Certified Food Protection Manager nor have any vested interest in food protection.
- You will not provide cues to the examinee(s) or answer questions during the administration of the exam.
- You will administer the exam in a separate room, free from distraction.
- You have read and signed the *Reader Nondisclosure & Confidentiality Agreement*.

Reader Nondisclosure and Confidentiality Agreement

This Reader Nondisclosure and Confidentiality Agreement (hereafter "Agreement") is made on this date, as listed below, by Reader and between National Restaurant Association Solutions, LLC.

The content reviewed is considered privileged and strictly confidential information. All information will be considered proprietary and confidential information and will be held in strictest confidentiality and by all participants who will be held liable for any breach of this Agreement.

This Agreement shall be governed by, construed in accordance with, and enforced solely in the State of Illinois. Each party agrees any claim or action relating to the Agreement shall be commenced exclusively in an appropriate court in the State of Illinois and each party waives any objection to personal jurisdiction in such court the party may otherwise have.

The parties agree that the Agreement shall be interpreted and enforced according to the State of Illinois. That the Agreement represents the entire Agreement between the parties and supersedes any prior oral or written agreement, understanding or communication on the subject matter. The provisions hereof shall be binding and inure to the benefit of the parties and their successors.

Reader	
By _____	
Signed _____	
Title _____	Email address _____
Date _____	Contact phone _____
National Restaurant Association Solutions, LLC	
By _____	
Signed _____	
Title _____	

233 S. Wacker Drive, Suite 3600, Chicago, IL 60606-6383
Phone: 800.765.2122 Websites: Restaurant.org | NRAEF.org | ServSafe.com

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Appendix G

Request for Foreign Language Translation

Please fill out all of the information below.

This form will be returned to you to complete in the event of any missing information.



Examinee Information

Examinee name _____

Date of birth _____

Email address _____

Daytime telephone _____

Date of exam (if known) _____

Date sent to National Restaurant Association _____

Native language of examinee _____



Instructor/Proctor/Organization Information

Name of proctor (if known) _____

Organization name and address _____

Proctor contact telephone _____

Proctor email address _____

Contact telephone (if different from the proctor) _____



Translator Guidelines

	Agree	Disagree
• You will administer the exam in a separate room, free from distraction.	<input type="checkbox"/>	<input type="checkbox"/>
• You are not a Certified Food Protection Manager nor have any vested interest in food protection.	<input type="checkbox"/>	<input type="checkbox"/>
• You will not provide cues to the examinee(s) or answer questions during the administration of the exam.	<input type="checkbox"/>	<input type="checkbox"/>
• You have no personal relationship with the examinee.	<input type="checkbox"/>	<input type="checkbox"/>
• You have read and signed the Translator Nondisclosure & Confidentiality Agreement (next page).	<input type="checkbox"/>	<input type="checkbox"/>
• You have provided references or other proof verifying your translation experience.	<input type="checkbox"/>	<input type="checkbox"/>



Translator Nondisclosure & Confidentiality Agreement

This translator Nondisclosure and Confidentiality Agreement (hereafter “Agreement”) is made on this date, as listed below, by translator and between National Restaurant Association Solutions, LLC.

The content reviewed is considered privileged and strictly confidential information. All information will be considered proprietary and confidential information and will be held in strictest confidentiality and by all participants who will be held liable for any breach of this Agreement.

This Agreement shall be governed by, construed in accordance with, and enforced solely in the State of Illinois. Each party agrees any claim or action relating to the Agreement shall be commenced exclusively in an appropriate court in the State of Illinois and each party waives any objection to personal jurisdiction in such court the party may otherwise have.

The parties agree that this Agreement shall be interpreted and enforced according to the State of Illinois. That the Agreement represents the entire Agreement between the parties and supersedes any prior oral or written agreement, understanding or communication on the subject matter. The provisions hereof shall be binding upon and inure to the benefit of the parties and their successors.



Translator

Translated by _____

Translator signature _____

Date _____

Translator title _____

Email address _____

Telephone number _____

INTERNAL USE ONLY - NRA SOLUTIONS

Date request received: _____

Reviewed by: _____

Reviewer title: _____

Reviewer signature: _____

Complete

Incomplete

Approved

Not Approved

Appendix H

Instructions on How to View Your Score and Claim Your Certificate

To access your score/certificate directly from the website, you will need to do the following:

- Provide a unique email address on your answer sheet. This is how we will let you know your score/certificate is available, and it provides the most reliable connection to your exam record.
- When creating your new profile, enter the same information you are entering on your answer sheet for this exam.

If you don't receive an email from us stating that your exam score and/or certificate is now available within the next 10 business days, please go to ServSafe.com and select **SCORES** or **CERTIFICATES** from the blue ribbon at the top of the page. Enter your user ID and password for the website, or select "Create New Profile" if you do not already have a profile.

If you prefer to have a physical copy of your certificate sent in the mail, you may do so for an additional fee. To do this, you will follow the same process outlined above for claiming your certificate and then request that a copy be sent. Provide payment for the \$10 fee and update your shipping address information, and you will receive your certificate within 7 to 10 business days.

Please be sure you enter your exam session number below and keep this page for your records. Without this exam session number, you will not be able to connect to your exam score and/or certificate.

Exam Session Number

(it should be at least 7 digits long)

Once you have removed this sheet, please be sure to read the Test Use Agreement on the next page and await further instructions from your proctor to start the exam. Good luck!

Appendix I

Examinee Comment Form

Proctors: Provide this document to examinees who indicate issues with exam questions. You may make as many copies of this BLANK form as needed. Once they have completed this form, include it in your package of returned answer sheets.

NOTE: You may not review, copy, or otherwise reproduce this form or any of its content. The contents of this form should be considered confidential and you are prohibited from sharing it per your signed proctor agreement. Do not use information gleaned from this form to teach to the exam. Should the NRA receive information that this agreement has been breached you will be subject to disciplinary action, including but not limited to revocation of instructor/proctor privileges.

Examinees: If you would like to comment on an exam question because you found a typo or error within a question, or wish to provide general feedback, complete this form and return it to your proctor once you've finished your exam.

Please be aware that you will not receive a response. All comments will be reviewed by our Exam Development Department for validity and to ensure test questions are error-free and accurate.

Your input is greatly appreciated.

Exam Date* Exam Session Number*

Your Name Exam Form Number*

A (*) denotes mandatory fields. You may submit your Examinee Comment Form anonymously.

Note: DO NOT write the entire question on this form once it has been filled out by the examinee. The contents of this form, when completed by an examinee(s), should be only the exam question number and your comments regarding the question. Forms submitted with complete questions will subject the examinee to disciplinary action, including but not limited to refusal to score their exam.

Question Number

Comments

Check here if you have additional comments and record those comments on the back side of this form.





Question Number

Comments

Question Number

Comments

Question Number

Comments

Question Number

Comments

Question Number

Comments

Question Number

Comments
