ServSafe® Examination Administration Handbook

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 Manager 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 Customer Assistance 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 Solutions (NRA Solutions)
- 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 and/or per exam room (when more than one exam room is needed).
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’ 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
- 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 (i.e., 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 Exam 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 time periods or exam dates.

Verifying Training Hours

The Association will no longer be able to print student’s hours of training attached to 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. See page 15 for more information.

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 Booklet 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 Exam Booklet with an unbroken seal 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

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**

National Restaurant Association Solutions reserves the right to revoke an examinee’s certification based on any security violation that severely compromises the validity, reliability, security or integrity of the National Restaurant Association Solutions Certification examination programs.

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 initial incident. 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 Service Center forwards the request with all prior documentation (if any) to the Service Center Director or Exam Development Director (depending on the nature of the concern) for review. The Director can escalate the concern to the Certification Governing Board, if warranted, or will review and 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 of the Director or Certification Governing Board concerning all appeals is final. A secondary appeal may be submitted three years after the original date of the decision.

**The Exam Security Department and Practices**

The Exam Security 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 Exam Security Department is available to assist you with any issues you feel may threaten the security or integrity of the Exam.

You can reach the Exam Security Department at servicecenter@restaurant.org (you must include “Exam Security” in the subject line) or call 888.291.6462 for the Exam Security Hotline.

Data Forensics

The Exam Security 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.

Audits

An audit (announced or unannounced) may be scheduled by the Exam Security 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 exam only: The following information (available on the Exam Information Form) must be posted in a visible area of the exam location: six or seven-digit Exam Session Number, four-digit Exam Form Number(s), language of the Exam (if applicable), and information about obtaining scores—“To obtain class tracking and score information within 10 business days of your exam date, note the Exam Session Number and keep it for your reference. You will need this Exam Session Number to check your exam score on ServSafe.com.

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.

Not Allowed

- No charts, posters, or other materials that might be sources for Exam answers.
- These items are prohibited at the exam location: 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 (i.e., 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 at least 10 business days prior to the exam date in order to obtain approval from the Association and to prepare for the accommodation. 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.

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 Examination Accommodation 10 business days 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 Service 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.

Time Allowances
While the exam is typically completed in one and a half hours, exam materials must now be collected/returned after three 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.

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 Booklet 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 booklet 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 contacting Exam Security department at: 888.291.6462.

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 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.

**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 their Exam Answer Sheet or Exam Access Code.

**Print Exam** If an examinee becomes ill during the exam, collect the examinee’s exam materials, 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, return their 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 Booklet is missing prior to the exam date, call the Service Center to report the incident. If you discover a secure Exam Booklet 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 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 Booklet 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 examinee back to the “Welcome Examinee” screen and have 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 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.

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 22. 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, applicant hopefuls 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 you cannot administer this Exam to yourself 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 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 class sponsor information available.

You can contact the Association’s Service Center by any of the methods below.

Standard business hours are Monday through Friday, 8:00 a.m. to 6:30 p.m. (CST).

Mail  National Restaurant Association
       Attention: Service Center
       175 West Jackson Blvd, Suite 1500
       Chicago, IL 60604-2814

Phone  800.765.2122, ext. 6703

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

Website  ServSafe.com  Email  servicecenter@restaurant.org

Exam Security Department  servicecenter@restaurant.org

You must include “Exam Security” 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.
Receiving Exams

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

Setting Up Exam Location

- Ensure exam location standards are being met as detailed in the ServSafe® Examination Administration Handbook.
- Have your ServSafe Food Safety Manager Certification Proctor Checklist available and use as a guideline for examination administration.
- 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 six or seven-digit Exam Session Number, four-digit Exam Form Number, information on how to obtain exam scores (they can visit ServSafe.com, click the Students tab and select Check Your Score), and contact information for the certificate distributor in an area visible to examinees. Notify examinees that results are typically available within 10 business days from the exam date.
- 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.

Examinee Check-In

- Have your Welcome Script and Instructions for the ServSafe Food Safety Manager Certification Examination available to use.
- As you check in each examinee, request 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.
- Instruct examinees how to complete their Answer Sheets based upon the Completing and Reviewing Examination Answer Sheets document sent with Exam Booklets or available at ServSafe.com.

Designating a Certificate Distributor

Provide the contact information for the individual who will provide examinees with certificates. Individuals authorized to distribute certificates to examinees include:

- Examinee’s Instructor or Proctor
- Examinee’s employer
- The Association or its designee*
- Health or regulatory agencies*

*You may only designate these agencies for this duty if you are employed by them.
### 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.

### Distributing Exams
- Exam Booklets should be handed to seated examinees one at a time. Do NOT allow examinees to pass Exam Booklets to one another.
- Inform examinees that they are not to open the exam 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 (unopened) to the Proctor.
- Inform examinee(s) that they will have three hours to complete the Exam unless they have an approved *Exam Accommodation*.
- Indicate that upon completion of the exam the examinee must resell the Exam Booklet with the red seal at the top right corner of the booklet.
- Examinees must approach you one at a time to submit materials.
- Once everyone has read and agreed to the *Examinee Test Use Agreement*, if there are no questions, they may begin the exam.

### Collecting Exams and Examination Answer Sheets
- Examinees must approach Proctor one at a time to turn in resealed Exam Booklet 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 Booklet 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 Booklet. Exam Booklets 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 Booklet. If an examinee’s Examination Answer Sheet is submitted to the Association inside an Exam Booklet, 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 Booklets in numerical order and count to ensure you have the same number originally received from the Association. **ALL** Exam Booklets must be returned. Contact the Service Center with any discrepancies.
- Review and complete any necessary information (including additional Proctor signatures) on the *Exam Information Form*, make a copy of this for your files.
- Keep Exam Booklets 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 Booklets, 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 Service Center within two business days of the exam date. Follow the *How to Get Your Package to UPS* instructions sent with your Exam Booklets. **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 Service Center there will be a shipping delay are all security violations subject to disciplinary action.

### Results
- Results are posted to the website within 3-4 days of receipt by the Association. Certificates/results are sent within one business day from posting.
Verifying Training Hours with an Hours of Training Form

When to Complete an Hours of Training Form
- If you are in a state or within 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. Click the Customer Assistance tab and select Exam Forms and Help Documents.
- 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 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. Click Customer Assistance tab.
- In the left-hand navigation, click Exam Forms and Help Documents.
- In the EXAM ADMINISTRATION FORMS AND INSTRUCTIONS section, click the View link next to the Test Use Agreement Refund Forms 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, Service Center, 175 W. Jackson Blvd., Ste 1500, Chicago, IL 60604.
- For Online Examinees, fax the Test Use Agreement Refund Form (along with the Exam Access Code, Exam Session Number and Proctor’s signature) to Service Center at 866.665.9570 or 312.583.9853.
- 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 Service Center within 30 calendar days of notification of the denial or revocation.

How the Appeal Process Works

- Upon receipt of the appeal, the Service Center forwards the request with all prior documentation (if any) to the Director of Service Center or Director of Exam Development (depending on the nature of the concern) for review. The Director can escalate the concern to the Certification Governing Board, if warranted, or will review and 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 of the Exam Director or Certification Governing Board concerning appeals is final.

How to Submit an Appeal Request Form

- Go to ServSafe.com. Click the Instructors/Proctors tab and select Instructor and Proctor Support Materials and then Exam Forms and Help Documents.
- Select Appeal Request Form to download or print the Appeal Request Form.
- Complete the form, then fax (866.665.9570 or 312.583.9853) or mail it to Service Center.
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.
ServSafe® Food Safety Online Exam Creation and Administration

To Schedule Exam

- Go to ServSafe.com. Point to the Instructors/Proctors tab and select Schedule Exam Session.
- Log in.
- Click the SCHEDULE EXAM button to the right of the exam you are ordering.
- Read the Examination Request Agreement Form. Click the I ACCEPT button at the bottom of the form.
- Select Online Exam.
- Select Language/Version and click CONTINUE. Online exams are available in English, Spanish, or 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.
- Please note the following details:
  - Online exams are not bilingual. Questions will only appear in English, Spanish, or Chinese, not both. Examinees cannot switch between languages.
  - 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.
- 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 Service Center.
- 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

- Go to ServSafe.com. Point to the Purchase tab and select ServSafe Manager.
- Under the SERVSAFE FOOD SAFETY PRODUCTS section, select Manager Online Training and Certification Exams.
- On the ONLINE PRODUCTS page, click the ADD TO SHOPPING CART button for the ServSafe Mgr 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.
- A message displays about needing a proctor for the examination. Close the message window.
- Ensure that the email address to send the Exam Access Codes is accurate. Enter the quantity and click the GO TO CHECKOUT button.
- Provide payment information on the BILLING INFORMATION page and click the GO TO ORDER REVIEW button.
- On the ORDER REVIEW page, review your order. 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.
- 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 and observe examinee behavior during exam administration to prevent cheating.
- Have your ServSafe Food Safety Manager Certification Proctor Checklist available and use as a guideline for exam administration.

To Begin an Online Exam

- Have examinee point to the **STUDENTS** tab and select **Take Online Exam**.
- Examinee will log in.
- On the **TAKE ONLINE EXAM** page, examinee selects the exam to take and selects the version.
- The examinee reads the **EXAMINEE TEST USE AGREEMENT** and clicks 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.
- The examinee enters the Exam Access Code and clicks the **CONTINUE** button.
- Inform examinee(s) that they will have three hours to complete the exam, unless they have an approved **Exam Accommodation**.
- To monitor online exam progress (on a separate computer), select the **Instructors/Proctors** tab. In the left-hand navigation, select **EXAM ACTIVITIES** and **Monitor or Submit Online Exam Session for Grading**.
- Log in, if 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.
- 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, the Proctor enters the Proctor Access Code, and selects **FINISH**. Pass/Fail results are given immediately.

To Officially Complete Exam

- To officially complete an exam, click the **Instructors/Proctors** tab. In the left-hand navigation, select **EXAM ACTIVITIES** and **Monitor or Submit Online Exam Session for Grading**.
- If not already logged in, log 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 CLASS** 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 mailed within one business day.
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 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 Service Center at 800.765.2122 (312.715.1010 in Chicagoland) ext. 6703, and report the error so the Association may assist in resolution.
- Note any technical difficulties that occur during exam administration in an Irregularity Report.
Submitting a Request for Exam Accommodation

When to Submit a Request for Exam Accommodation

- To request a change in exam administration for examinees with special needs
- To request an interpreter for an Examinee with limited proficiency in English

Examinee Information Needed to Submit a Request for Exam Accommodation

- Requests for exam accommodations must be submitted by the Class Sponsor or Instructor/Proctor, on behalf of the examinee, at least 10 business days prior to the exam date.
- Examinee name, social security number (if available), telephone number, email address and description of disability that qualifies for an accommodation
- Description and documentation of disability and type of accommodation requested
- Interpreter’s credentials and business card or letterhead

Instructor/Proctor Information Needed to Submit a Request for Exam Accommodation

- Proctor name, proctor number, company name and address, date of exam, telephone number, email address

How to Submit a Request for Exam Accommodation

- Go to ServSafe.com. Click the Instructors/Proctors tab and select INSTRUCTOR AND PROCTOR SUPPORT MATERIALS and then Exam Forms and Help Documents.
- Select Request for Exam Accommodation Form to download or print the form.
- Complete the form then fax (866.665.9570 or 312.583.9853) or mail it to Service Center.
- Requests are processed within five business days of receipt.
- The instructor/proctor will be contacted directly via email (if provided) concerning the outcome of the request.
Submitting an Irregularity Report

When to Submit an 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 and ServSafe Alcohol® Exam Administration Handbook.
- It is not necessary to submit an Irregularity Report if no irregularities occurred.

How to Submit an Irregularity Report

- Send an email to servicecenter@restaurant.org.
- Include the type of exam (ServSafe® Food Safety or ServSafe Alcohol®) and Exam Session Number in the subject Line.

Information to be Included with an 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 within one business day of receiving the notice.
Submitting a Certificate and Score Release Request Form

When to Submit a Certificate and Score Release Request Form

- You have lost or misplaced a certificate.
- You need a name change or correction.
- You need a record of your exam score and do not have an Exam Session Number to create a User ID and Password.

General Information on Certificate and Score Release Requests

- There is a $20 fee for a duplicate certificate. Standard processing time is 7 business days and the certificate is then sent via UPS ground. (Note: Rush delivery, within 7 business days, is available for an additional $15.)
- We are unable to issue ServSafe Food Safety Certificates more than 5 years old and ServSafe Alcohol Certificates more than 3 years old.
- Certificates are sent via UPS ground (2nd Day Air for Rush orders) with a signature required, we cannot send to PO Boxes, APO, AE addresses, etc.
- Score Release Requests are free of charge, typically processed within 5 business days and the information is returned via fax to the number provided on the form.

How to Submit a Certificate and Score Release Request Form

- Go to ServSafe.com click the Customer Assistance tab. In the left-hand navigation, select Instructor and Proctor Support Materials and then Exam Forms and Help Documents.
- Click Certificate and Score Release Request Form to download or print the Certificate and Score Release Form (or call Fax on demand at 1-800-246-0184 and request document number 210 to have the form faxed).
- Complete the form, then fax (866-665-9570 or 312-583-9853) or mail it to Service Center.
- If faxing, please call Service Center to confirm its receipt.
How to Request an Exam to Be Rescored or Review a Misspelled Certificate

When to Submit an Answer Sheet Review Form
- There is an error on the printed certificate (misspelled name, Instructor/Sponsor or number of classroom hours are incorrect, etc.).
- 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. Click the Instructors/Proctors tab and select INSTRUCTOR AND PROCTOR SUPPORT MATERIALS and then Exam Forms and Help Documents.
- Select Answer Sheet Review Form to download or print the form.
- Complete the form then fax (866.665.9570 or 312.583.9853) or mail it to Service Center.
- Requests are processed within five business days of receipt.
- The requestor will be contacted directly concerning the results of the request.
### Before the Exam Date
- Have read and understand the *ServSafe Examination Administration Handbook* and have a copy available for reference
- Confirmed that the physical exam facility meets the requirements provided by National Restaurant Association (Association)
- Ordered Print Exams
- Ordered Examination Answer Sheets, or confirmed that examinees will have them when they attend the exam
- Received the exams two days before exam date and have verified:
  - Exam serial numbers/languages match what’s listed on *Exam Information Form*
  - Return label and packaging are included
  - **NOTE:** Contact the Service Center 1-800-765-2122 ext 6703 with any discrepancies
- Created a seating chart

### Day of the Exam
- Checked and collected each examinee’s ID upon arrival to the exam location
- Posted the Exam Session Number and Exam Form Number for all examinees to view
- Notified examinees that the score results are typically available within 10 business days and designated the person to contact for their certificate
- Notified examinees that they have only three hours to complete the exam (unless exam accommodation)
- Instructed examinees how to complete the Examination Answer Sheets based on the *Completing and Reviewing Answer Sheets* document

### After Exam Administration
- Verified all exams, used and unused, are accounted for and in numerical order and returned photo IDs to examinees
- Completed, including noting any irregularities, and signed the *Exam Information Form*
- Returned all exams (used and unused), completed Examination Answer Sheets, and *Exam Information Form*, within two business days of administering the exam (using packaging and label provided by the Association)
# Proctor Checklist: ServSafe® Food Protection Manager Certification—Online Exam Administration

## Before the Exam Date
- Have read and understand the *ServSafe Examination Administration Handbook* and have a copy available for reference
- Confirmed that the physical exam facility meets the requirements provided by the National Restaurant Association (Association)
- Created an Online Exam for each exam language needed
- Ordered Exam Access Codes, or confirmed that examinees will have them when they attend the exam
- Created a seating chart

## Day of the Exam
- Checked and collected each examinee’s ID upon arrival to the exam location
- Have Proctor Access Code (and Exam Access Code, if applicable) available
- Notified examinees that pass/fail results are available immediately, official scores within one business day, and designated their person to contact for their certificate
- Notified examinees that they have only three hours to complete the examination (unless exam accommodation)
- Instructed 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
- Verified the examinee’s name appears, and not the proctor’s, and that the examinee was logged in before entering the Proctor Access Code and starting the exam
- Entered the Proctor Access Code for each Examinee upon completing the Practice Exam
- Sent any irregularities, i.e. technical issues or otherwise, to servicecenter@restaurant.org

## After Exam Administration
- Entered the Proctor Access Code for each examinee upon completing the exam and return photo IDs to examinees
- After the last examinee was finished, logged onto [servsafe.com](http://servsafe.com) and graded the Online Exam; included all exam irregularities when requested
Welcome Script and Instructions for the ServSafe® Food Protection Manager Certification Examination—Print Version

This script is provided as a guideline for Registered ServSafe Proctors to follow directly before Print Examination Administration.

At this time, all of your IDs have been collected in exchange for the individually numbered Exam Booklet that you have in your possession. They will be kept secure for the duration of your exam. The IDs will then be returned to each of you individually when you return your Exam Booklet and Examination Answer Sheet.

Please clear your desk and your immediate area of your personal belongings. Only your pencil/pen, Examination Answer Sheet and Exam Booklet may be on your desk for the duration of the exam. If you have been given special authorization for the use of a foreign language to English language dictionary, I will review it and you may then have that text on your desk.

You may not refer to any books or notes, and there will be no talking. Please keep your eyes on your own Exam Booklet and answer sheet at all times.

You may skip over questions that you wish to come back to later, however all exam questions should be answered prior to exam submission. There is no penalty for guessing if you are not certain of an answer. Prior to submitting your completed exam to me, you will have the opportunity to review all items and go back to answer any items you may have skipped.

Please note that this is a copyrighted exam, and examinees are not authorized to disclose or discuss exam questions.

If, at this time there are no questions, please pick up your Exam Booklet without breaking the red seal and read the Examinee Test Use Agreement. You must agree to this before beginning the exam. If you do not agree to the Examinee Test Use Agreement, please raise your hand and I will pick your exam up from you.

Once you have agreed to the Examinee Test Use Agreement, please pick up your writing utensil and open the Exam Booklet. You may now begin your exam. You have three hours to complete this exam. If you have not completed the exam within the three hour timeframe, unless you have been granted an exam accommodation, your answer sheet and Exam Booklet must be collected regardless of your progress.
Welcome Script and Instructions for the ServSafe® Food Protection Manager Certification Examination—Online Version

This script is provided as a guideline for Registered ServSafe Proctors to follow directly before Online Examination Administration.

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

Please clear your desk and your immediate area of your personal belongings. Only your computer monitor, keyboard, and mouse may be utilized for the duration of the exam. If you have been given special authorization for the use of a foreign language to English language dictionary, I will review it and you may then have that text on your desk.

You may not refer to any books or notes, and there will be no talking. Please keep your eyes on your own computer at all times.

You may skip over questions you wish to come back to later, however all exam questions should be answered prior to exam submission. There is no penalty for guessing if you are not certain of an answer. Prior to submitting your completed exam, you will have the opportunity to review all items and go back to answer any items you may have skipped.

Please note that this is a copyrighted exam, and examinees are not authorized to disclose or discuss exam questions.

If at this time there are no questions, you have three hours to complete this exam. If you have not completed the exam within the three hour timeframe, unless you have been granted an Examination Accommodation, your online testing session will be closed for grading regardless of your progress.

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 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 EXAM BOOKLET, I AM INDICATING MY AGREEMENT TO THE BELOW TERMS AND CONDITIONS:

The contents of this ServSafe® Food Protection Manager Certification Exam (Exam) and this Exam booklet are the property of the National Restaurant Association Solutions (NRA Solutions), and 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 NRA Solutions.

Cheating is prohibited. Cheating is defined as an Examinee having an unfair advantage over other Examinees such as:

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

Exam results are statistically monitored for evidence of cheating. Any such evidence may result in, but is not limited to, at the discretion of NRA Solutions: an investigation, declining to score or to cancel the Exam scoring, and denial and/or revocation of certificate. You are requested to report any cheating or other improper behavior that may result in unfair advantage of any examinee over another.

Any irregularities or misconduct by an Examinee may be grounds for Exam suspension. Penalties for such misconduct can result in:

- Denial or revocation of certificate without refund
- Refusal for future testing
- Civil or criminal action
- Other action NRA Solutions considers appropriate

Notification of any such action may be sent without notification to the examinee to: educational institutions and to other third parties such as government and law enforcement agencies.

By completing and submitting the Exam Answer Sheet, you authorize NRA Solutions or its designee to release score information to parties it reasonably deems appropriate, including you, the examinee, the instructor/proctor of the Exam, your employer, and all health/regulatory agencies.

You may indicate your DISAGREEMENT with the above terms and conditions by returning this Exam, with unbroken seal to the proctor and you will be eligible to receive a refund through NRA Solutions. To receive a refund for this reason, you must write your class number across the Exam Answer Sheet, have your proctor sign it and then visit ServSafe.com for additional return information.

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