



Dear Proctor:

Your exam package will be arriving shortly. When you receive your package, please check it immediately and verify that the following are included:

- ❑ Examination Information Form (listing exam serial numbers and quantities)
- ❑ Blank envelope for enclosing Examination Answer Sheets
- ❑ Tamper-resistant envelope for returning Exams (if less than 50 Exams ordered)
- ❑ Pre-paid mailing label for use in returning the Exam materials.

If your package is missing any of the above, call the Service Center immediately at 800.765.2122 ext. 6703

Important Instructions:

- ❖ Exam booklets can only be used once for each individual examinee. **They may not be reused.**
- ❖ **ALL** exam booklets from this Exam Session must be returned. **Failure to return all exams will delay the processing of your Exams until all exam booklets are received by the National Restaurant Association, and you will be subject to disciplinary action.**
- ❖ Enclose the Examination Information Form with the completed answer sheets in the white envelope included in this package. Then enclose that white envelope with **ALL** exam booklets from this Exam Session in the tamper-resistant envelope provided or other tamper-proof packaging.
- ❖ Please do not enclose more than one Exam Session per return tamper-resistant envelope and mailing label if you have multiple exam administrations on the same date.
- ❖ Use the enclosed mailing label included with this Exam Session to return only the contents of this particular Exam Session. **Do not use it to send back other Exam Sessions you have.**
- ❖ Return your exam package via UPS. Instructions on how to return your exam package via UPS can be found at www.ups.com.

All Exam Sessions must be administered and returned according to the guidelines given in the *Examination Administration Handbook* which can be found in the **Instructor and Proctor support materials** tab at www.servsafe.com. Be sure that the copy in your records is current, as the Handbook has been updated recently.

Also, please be sure to have a current copy of the *Read Before Exam Script*, which is attached to this email and can be found on pg. 29 of the *Examination Administration Handbook*. The Exam Script must be read by a Registered *ServSafe*® Proctor before the administration of each Examination.

233 S. Wacker Drive, Suite 3600 · Chicago, IL 60606-6383
800.765.2122 ext. 6703 · ServiceCenter@restaurant.org

**ServSafe Food Protection
Manager Certification
Proctor Checklist: Print 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 Exam Information Form;
 - Return Label and Packaging included.
 - Contact the Service 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.

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 a foreign 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 answer sheet to examinee so that they may correct the errors before leaving the room.
- Verify all Exams, used and unused, are accounted for and in numerical order.
- Upon collection and verification of exam and answer sheet, return photo ID to examinee.
- 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 Exams **(used and unused)**, complete Answer Sheets, and Exam Information Form, within 2 business days of administering the Exam **(using packaging and label provided in exam package)**.

Signature: _____ Date: _____

Exam Session Number: _____



Read before Exam Script and Instructions for the ServSafe Food Safety 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 Protection 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 cellphones, 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, 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 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 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, please put this paper away. This paper is not to be used as scratch paper at any time.

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 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.

