



# ServSafe Alcohol® Examination Administration Handbook

## About This Handbook

The National Restaurant Association has prepared this handbook to help you properly administer the ServSafe Alcohol® Advanced Proctored Exam and ServSafe Alcohol® Primary Exam. Please read and become thoroughly familiar with this information prior to administering either ServSafe Alcohol Exam.

For your convenience, this handbook, along with the documents referenced within it, are also available at [ServSafe.com](http://ServSafe.com).

Please be aware that Section II contains the step-by-step procedures involved in preparing for and managing ServSafe Alcohol® Exams in both print and online formats.

## Disclaimer

The information presented in this handbook has been compiled from sources and documents believed to be reliable and represents the best professional judgment of the National Restaurant Association. However, the accuracy of the information presented is not guaranteed, nor is any responsibility assumed or implied by the Association for any damage or loss resulting from inaccuracies or omissions.

The Association prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, or marital or family status. The Association is an equal opportunity employer.



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## Section I—Policies

### ***National Restaurant Association Contact Information***

If you have any questions related to the administration of any Association exams, we can assist you prior to, on, or following your exam date. **Note:** When contacting the Association, please have your name and class sponsor information available.

You can contact the Customer Care Center by any of the methods below. Our standard business hours are Monday through Friday, 8:00 a.m. – 9:00 p.m. (EST).

**Mail:** National Restaurant Association  
Attention: Customer Care Center  
233 S. Wacker Drive, Suite 3600  
Chicago, IL 60606-6383

**Phone:** 800.765.2122

**Fax:** 866.665.9570 (toll-free) or 312.583.9853 (local)

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

**Exam Security Department:** examsecurity@restaurant.org

**Exam Security Hotline:** 888.291.6462 Please select option 5.

## ***About the ServSafe Alcohol® Advanced Proctored Exam***

The ServSafe Alcohol® Advanced Proctored Exam is secure, copyrighted, and developed independently of our training materials. It adheres to all valid test development criteria. The questions are rotated on a scheduled basis to reflect the most up-to-date responsible alcohol service information. Although the questions will vary from exam to exam, they provide a fair assessment of each examinee's knowledge.

Exam development includes a systematic process that pilots questions to check their accuracy, relevance, technical quality, and readability. Pilot questions are used to investigate the appropriateness and feasibility of using the question; at no time is the examinee graded on any pilot question.

Secure, standardized exam administration assures the highest degree of integrity for the entire testing process and allows examinees to perform to their maximum level of capability. A ServSafe Alcohol Advanced Certificate confirms that the student has mastered the critical knowledge necessary to be capable of providing responsible alcohol service.

## ***About the ServSafe Alcohol Primary Exam***

The ServSafe Alcohol Primary Exam is a nonsecured and copyrighted exam. It covers the learning objectives of the text.

The nonsecured ServSafe Alcohol Primary Exam tests for basic knowledge to provide responsible alcohol service. A ServSafe Alcohol Certificate represents that the student has studied how to serve alcohol responsibly and is knowledgeable in this field of study.

## Exam Security

### Definition and Responsibility

Exam Security — 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:

- National Restaurant Association, American National Standards Institute (ANSI), Conference for Food Protection (CFP), other CFP Exam providers
- Subject matter experts who write and review exam items
- Vendors (printing, data destruction, service providers)
- Approved ServSafe Alcohol Instructors
- Registered ServSafe Alcohol Online Proctors
- Course and exam sponsoring organizations
- Employers
- Regulatory, law enforcement and government agencies
- The public

### Responsibilities for Approved ServSafe Alcohol® Instructors and Registered ServSafe Alcohol Online Proctors

Exam proctors have these responsibilities:

- Follow the exam 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 exam administration.
- Maintain exam security, report security breaches, and cooperate with any security-related inquiries.
- Ensure the integrity of the exam by **not**:
  - Reviewing or discussing any ServSafe Alcohol Advanced Proctored Exam or sharing the actual exam questions/answers with anyone at any time (especially examinees).
  - Reviewing or discussing, any ServSafe Alcohol Primary Exam or sharing actual exam questions/answers with anyone at any time (especially examinees).
  - Administering the exam to yourself, to anyone who might pose a conflict of interest (i.e. a relative) or an exam security risk.
  - Constructing answer keys for their own use, grade exams yourself, make copies of the answer portion of the *Examination Answer Sheet*, or print any screens from the Online Exam.
  - Use information gleaned from an exam to teach a course. Exams are for examinee testing purposes only.
  - Falsifying or tampering with *Examination Answer Sheets*, score results, or certifications.
- Return all appropriate exam materials within two business days from the date of the exam or grade the Online Exam within one day of proctoring.
- Ensure there is one registered exam proctor per every 35 examinees and/or per exam room (in the event where more than one exam room is needed). Ensure there is one registered exam proctor per every 15 online examinees.
- Identify each examinee accurately to prevent a situation where someone may attempt to take the exam on someone else's behalf.
- Maintain documentation on conformance of exam location to Association standards.
- Conducting exam administrations in accordance with all requirements set by state/local regulatory authorities. ServSafe Alcohol regulatory requirements are located on the **Regulatory Information** tab on **ServSafe.com**.
- Treat all examinees in a fair and equitable manner.

## 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:

- Theft of test content and other confidential information
- Distribution or sale of test content and other confidential information
- Test fraud, cheating, or falsification of certification
- Hacking into test item banks
- Assisting or taking the test for an examinee
- Lack of test security before, during, or after test administration
- Misrepresentation of identity
- Failure to follow the procedures in this handbook.

Investigations are launched within five business days of notification of an alleged violation. If there are no issues with the investigation, resolution 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 certificate based on any action that compromises the validity, reliability, security, or integrity of Association certification exam programs. The Association reserves the right to audit ServSafe Alcohol classes and exam administrations. The Association has the right to issue warnings, 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 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.

## ***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 Alcohol Exams. 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 [examsecurity@restaurant.org](mailto:examsecurity@restaurant.org) (You must include "Exam Security" in the subject line) or call 888.291.6462, select option 5, 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 (page 11) are being adhered to.

## **Audits and Unannounced 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 exam 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. We 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. Keep documentation on file about locations and the conformance of the location to the following standards:

- Permits all examinees to perform to their highest level of ability.
- Fire, safety, building (including codes regarding smoking) and occupancy codes in the local jurisdiction.
- All state and/or local liquor regulatory requirements for exam administration.
- Adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics (allows examinees to hear instructions clearly).
- 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 exam administration and placed in a location that prohibits their use during testing and inaccessible even if the examinee needs to temporarily leave the exam location (i.e. restroom breaks).
- Accessibility for disabled examinees (e.g., wheelchair accessibility).
- Ability to monitor the examinees and the exam at all times. Do not leave either unattended.
- Sufficient spacing between each examinee in actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses.
- No charts, posters, or other materials that might be sources for exam answers.
- Availability of this handbook on your exam date for easy reference.
- 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.
- Online Exam only: Proctor Access Code is available in a secure place, accessible only to the exam proctor.



## **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 unaware of the accommodation need, which may not be provided for without approval, prior to the exam date, the examinee may choose not to be tested that day or may test without accommodation.

### **Exam Irregularities**

If any of the irregularities described in this section occur during the exam, note them in the irregularity 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 Association Service Center during business hours.

### **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 a qualified interpreter to assist the proctor in administering his/her exam. 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* 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 bilingual English-native language dictionary (e.g., English-Spanish) during the exam. Report the use of a dictionary in the irregularity section of the *Exam Information Form* for print exams or on an *Irregularity Report* for online exams (see page 18), and inspect the dictionary when the examinee checks in. English-language dictionaries are not allowed.

### **Cheating**

If you are certain beyond a reasonable doubt that someone is cheating, use your discretion to notify the examinee(s) that the exam session is concluded for them. They will not receive a score, must collect their personal belongings (including their photo IDs), and must leave the exam location quietly.

**Print** Collect the exam materials and write "VOID" in very large letters (preferably in black marker) across the examinee's *Examination Answer Sheet*. Be sure to include the *Examination Answer Sheet* and exam when you send the materials in for grading. Provide as much information as possible on the incident, in the irregularity section of your *Exam Information Form*.

**Online** You can suspend the exam before or after requesting they leave the exam location.

## Emergencies

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

**Online** If an emergency occurs during testing (events over which you have no control — e.g., fire alarm, flood, storm, power failure, etc.) that prevents examinees from completing an 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*.

When possible, return to the exam location to continue the exam. You will resume the exam following the same process used to initially begin the exam.

## Illness

**Print** If an examinee gets sick during the exam, collect the examinee's exam materials. If the individual returns before the end of the exam, return the examinee's materials so he/she may complete the exam. If the individual does not return to complete the exam, he/she will need to retest at another time and will need to purchase a new *ServSafe Alcohol Fundamentals of Responsible Alcohol Service* textbook with *Examination Answer Sheet*.

**Online** If an examinee gets sick during the exam, close his/her browser. If the individual returns before the end of the exam and you have not yet graded the class, take him/her back to the "Welcome Examinee" screen to reenter the Exam Access Code. You will then need to reenter the Proctor Access Code. Anything answered previously has been recorded; the examinee can proceed to the question where he/she stopped. If the individual does not return to complete the exam, he/she will need to retest at another time and will need to purchase a new Exam Access Code.

## Intentional or Unintentional Disclosure of Test Items

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

## Restroom Breaks

**Print** Only one examinee at a time may go to the restroom during the exam. Collect the exam material before the individual leaves; return the same materials upon the person's return.

**Online** Only one examinee at a time may go to the restroom during the exam. Examinees should close the browser before leaving the room. Upon return, take them back to the "Welcome Examinee" screen and have them reenter their Exam Access Code. You will then need to reenter the Proctor Access Code. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.



## ***Recertification***

### **Recertification**

If an examinee needs to recertify due to Association certificate expiration (three 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 a ServSafe Alcohol Exam.



## Section II – Procedures

The following section is made up of How To documents which detail the step-by-step procedures involved in preparing for and managing your ServSafe Alcohol Advanced Proctored Exam, in both print and online format.

## 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 they left off with his or her 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 administrations in an *Irregularity Report*.

## Submitting a Request for Exam Accommodation

### When to Submit a Request for Exam Accommodation

- Request a change in exam administration for examinees with special needs.



### 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/email address, and description of disability that qualifies for an accommodation.
- Description and documentation of disability and type of accommodation requested.



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

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



### How to Submit a Request for Exam Accommodation

- Go to ServSafe.com. Click the **Instructor/Proctors** tab.
- Then click the **Access** button under **Instructor/Proctor Support Materials**.
- Scroll down to the **Exam Administration Forms and Instructions** to download the **Examination Accommodation** form.
- Complete the form, then email it to [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org) or mail it to the Customer Care Center.
- Requests are processed within 7–10 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 Alcohol Examination 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](mailto:servicecenter@restaurant.org).
- Include the type of exam (ServSafe Alcohol) and Exam Session Number in the subject line.



### Information to be Included with an Irregularity Report

- Instructor/proctor, user ID 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's related to a technical error with the Association website be sure to include the error message as it reads exactly 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 an Appeal Request Form

### When to Submit an Appeal Request Form

- Any candidate or examinee denied eligibility to sit for an exam, who has 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 for appeal, the Accreditations Department forwards the request with all prior documentation (if any) to the Exam Security Department for review. Sr. Director of Accreditations 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 submitting the appeal within 10 days of rendering the decision.
- The decision of the Exam Security Department concerning all appeals is final.



### How to Submit an Appeal Request Form

- Go to ServSafe.com. Click the **Instructor/Proctors** tab.
- Then click the **Access** button under **Instructor/Proctor Support Materials**.
- Scroll down to the **Exam Administration Forms and Instructions** to download the **Appeal Request** form.
- Complete the form, then email it to [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org) or mail it to the Customer Care Center.



## Examinee Instructions to Take the ServSafe Alcohol® Online Course & Primary Exam

- Prior to taking the ServSafe Alcohol Primary Exam, review the State Regulations section on ServSafe.com/Alcohol/regulatory/
- If you are in Wisconsin or Michigan you must contact your State Restaurant Association before taking a ServSafe Alcohol Course or Exam.

### To Purchase the ServSafe Alcohol Course/Exam

- Go to **ServSafe.com**. Point to the **Purchase** tab and select **ServSafe Alcohol**.
- In the SERVSAFE ALCOHOL PRODUCTS section, click the **Online Products** link.
- On the **ONLINE PRODUCTS** page, click the **ADD TO SHOPPING CART** button for the SSA Online Course & Primary Exam. Note: If you are not already logged in, the **LOG IN** page will display. You must log in to continue.
- On the **SHOPPING CART** page, 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.



### To Take an Online Course

- Go to **ServSafe.com**. Point to the **Students** tab and select **Take Online Course**. If you are not already logged in, the **LOG IN** page will display. You must log in to continue.
- On the **MY COURSES** tab, find the course and click the **LAUNCH** button.
- Read the **Legal Notice**. To move forward, click **I accept**. Note: Some courses have an Enrollment Agreement screen that displays before the Legal Notice.
- Under **ServSafe Alcohol Online Course System Requirements**, click **System Meets Requirements**.
- Select the state where you will sell or serve alcohol.
- To start the course under **Main Menu**, select **Using this Course**.
- Once you have completed the ServSafe Alcohol Online Course, you will have an option to print your record of training.
- You may then select **Take ServSafe Alcohol Exam** to go straight to the Primary exam.

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## To Take an Online Exam

- Go to **ServSafe.com**.
- Point to the **Students** tab and select **Take Online Exam**.
- Log in.
- On the **TAKE ONLINE EXAM** page, select the exam to take and select the version.
- On the **WELCOME EXAMINEE** page, complete the **Practice Exam** and read through the **Exam Instructions**.
- Select the **I Accept** checkbox and enter the **Exam Access Code** from your email.
- Verify or update the **Personal Information** section.
- Select the state you are employed in from the list to access the required state-specific quiz. If your state is not listed, select **Other**, and click **Continue**.
- When course and exam are complete, click **Finish**. Pass/fail results are given immediately.
- Online exam administration is now complete and results/certificates will be mailed within one business day.

## Scheduling and Administering the ServSafe Alcohol® Online Advanced Proctored Exam

- Instructors in Wisconsin or Michigan must contact their State Restaurant Association before conducting a ServSafe Alcohol course or exam.

### Schedule an Online ServSafe Alcohol Advanced Proctored 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**.
- 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.



### Exam Location Requirements

- Ensure a computer with Internet access, mouse, and keyboard is available for every examinee.
- Review the *ServSafe Alcohol Examination Administration Handbook*, to ensure exam location standards are being met.
- Identify each examinee accurately and observe examinee behavior during exam administration to prevent cheating.

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## To Begin an Online Examination

- Go to **ServSafe.com**.
- 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.
- On the **WELCOME EXAMINEE** page, have the examinee(s) complete the **Practice Exam** and read through the **Exam Instructions**.
- Check **I Accept** and enter the Exam Access Code from your email.
- Verify or update the **Personal Information** section.
- Select the state the examinee(s) is employed in from the list to access the required state-specific quiz. If your state is not listed, select **Other**, and click **Continue**. The proctor enters the Proctor Access Code and clicks **Start Exam** to begin the Advanced Proctored Exam (the state-specific exam must be passed before taking the Advanced Exam).
- When exam is complete, the proctor enters the Proctor Access Code and clicks **Finish**. Pass/fail results are given immediately.
- Online exam administration is now complete and results/certificates will be mailed within one business day.



## 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 down to find the appropriate exam session and click **SCORE ANALYSIS**.
- If anything unusual occurs during exam administration, including technical difficulty, send an *Irregularity Report* to [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org).
- Online exam administration is now complete and results/certificates will be mailed within one business day.

## Instructor/Proctor Instructions to View Exam Scores Online

### Information Needed to Review Exam Scores Online

- User ID and password. (If you do not have a user ID and password, please submit an email to [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org) with your name, instructor/proctor number, title, organization, address, phone/fax number, and email address to have one created.)
- Results are typically available online within 10 business days of the exam date.



### How to Obtain Exam Results Online

- Go to **ServSafe.com**.
- Point to the **Instructors/Proctors** tab and select **View Student Exam Scores**.
- On the **SPONSOR SCORE ANALYSIS REPORTS** page, select the company.
- Select the preferred method for searching score results by clicking on the appropriate hyperlink.



#### Search by Exam Session Number

- Type Exam Session Number or select it. Click **SUBMIT**.

#### Search by Date Range

- Enter the appropriate date range. Click **SUBMIT**.
- Click the curriculum name for the course.

#### Search by Examinee

- Enter the examinee's last and first name. Click **SUBMIT**.
- Click the curriculum name for the course.



### Instructor Curriculum Report

- The bottom of the screen shows the total number of examinees, total number of examinees passed, total number of examinees failed, average class point score, and average class percent score for each class. All information can be downloaded into a Microsoft® Excel® file.
- In the **EXAM SESSION DETAILS** section, click **Domain Scores** to the right of the exam session to view overall score breakdown by domain for a single exam session.
- Click **Exam Session Number** to access the *EXAM SESSION SCORE ANALYSIS DETAIL REPORT* for a single exam session.
- In the **COURSE SUMMARY** section, click **Domain Scores** to view overall score breakdown by domain for all exam sessions listed.

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### Exam Session Score Analysis Detail

- The screen shows all examinees' overall point and percent scores from the selected exam session. All information can be downloaded into a Microsoft® Excel® file.
- Click the corresponding number below the last examinee name if all examinees do not appear on the initial screen.
- Click the **STUDENT DETAILS** button across from the examinee name to access the *EXAMINEE SCORE ANALYSIS REPORT DETAIL* for detailed information about an individual examinee.



### Examinee Score Analysis Report Detail

- The screen shows class information, the examinees' actual percent score, and examinee strengths/weaknesses by presenting the overall percent breakdown by exam domain.



### Certificates/Results

- Certificates/results are sent to the address on the *Exam Information Form* within one business day of being posted to the website.

## Information Needed to Review Exam Scores Online

- Results are typically available within 10 business days of the exam date.
- Availability of results online is dependent upon information provided on the *Examination Answer Sheet*.
- Exam Session Number (obtained from course instructor/proctor only.) Exam session number: \_\_\_\_\_
- If you do not have an Exam Session Number, or cannot obtain your results from the site, you will need to contact your instructor/proctor to obtain the Exam Session Number and/or your score.
- The Association is not authorized to release exam score/result information or Exam Session Number directly to examinees.



## How to Obtain Exam Results Online

- Go to **ServSafe.com**. Point to the **Students** tab and select **Check Your Exam Score**.
- Enter your user ID and password, click **LOGIN**.
- If you have not previously logged into the site, create a new profile.
- If results are not available, please contact the instructor/proctor or sponsor organization of the exam.



## My Exams

- This report provides your Exam Session Number, course name, exam date, percent score, pass/fail status and class tracking.
- Click the Exam Session Number hyperlink that appears with your course name to access your score via *Examinee Score Analysis Report — Detail*.
- Click **TRACKING** to view when certificates/results were sent to the instructor/sponsor of your course.



## Examinee Score Analysis Report Detail

- Screen will show class information, your actual percent score, and examinee strengths/weaknesses by presenting the overall percent breakdown by exam domain.
- Click **order a duplicate copy of your original Certificate** to obtain the form to purchase a duplicate certificate (please note your original certificate is sent to you from the instructor/sponsor of your course).
- Click **Class Tracking Report** to view when certificates/results were sent to the instructor/sponsor of your course.



## Certificates/Results

- Certificates/results are mailed to the instructor/sponsor of your course within one business day of being posted to the site.