SERVSAFE INSTRUCTOR/PROCTOR  
CORONAVIRUS INFORMATION

Last updated: June 25 ,2021

Effective May 28, 2021 the CDC announced that fully vaccinated people may once again gather without masks.  While this is national guidance, some states and localities may have additional restrictions in place based on the number of people vaccinated and the local positivity rate.  We suggest you contact your local health officials for any official mandates before conducting your class to determine the most effective way to keep you and your students safe.

**Virtual Learning/Virtual classes**

**Teaching** any ServSafe classes, regardless of the program (i.e. ServSafe Manager, ServSafe Food Handler and ServSafe Alcohol etc.), virtually via internet-based classroom instruction using a service such as Skype, Zoom, Webex, Facebook live etc. is not allowed and is considered a violation of the [ServSafe Instructor Performance Agreement](https://www.servsafe.com/ss/instructors/ip/agreement_print.aspx?R=3&Opt=1), [ServSafe Brand Guidelines](https://www.servsafe.com/ServSafe/media/ServSafe/Documents/Brand-Style-Guide.pdf), and Copyright and Trademark Policies.

**ServSafe Manager Exam Procedures:**

Follow the guidelines to administer the ServSafe Manager Examination as found in the [Exam Administration Handbook](https://www.servsafe.com/ServSafe/media/ServSafe/Documents/ServSafe-FPM-Exam-Admin-Handbook.pdf).

**Additional FAQs**

**Can any National Restaurant Association Solutions Exams be proctored virtually?**

If you’re proctoring a ServSafe Alcohol Advanced, ProStart: Foundations of Restaurant Management and Culinary Arts (FRMCA) or ManageFirst exam, you may use a virtual proctoring method for Online Exams Only. You may only proctor three examinees at a time using this method of proctoring and you will need to ensure their location conforms to the usual [test location standards](https://www.servsafe.com/ServSafe/media/ServSafe/Documents/15041002_SS_ExamRequestForm_v1_1.pdf) and have the examinee show you:

* the location is conducive to exam testing with no distractions, including additional people within the space.
* all 4 walls of their testing room.
* a view of the surface the computer is on, as well as, all round and under the surface.
* a full view of your examinee and then a close up of their ID to confirm identity.
* the computer screen so the examinee is not using another web browser or web application during the exam.
* there is no access to outside materials that could be conducive to cheating or allows for resources to be used to assist the examinee during the exam.
* that audio is enabled to ensure there are no 3rd parties in the room or inappropriate distractions during the examination.

**I have contracted COVID-19 or been in contact with someone that has COVID-19 and need to return my exam packages for grading or canceling.  What should I do?**

If you contracted COVID-19, or have been exposed to someone who has contracted COVID-19, please take the following actions to prevent spreading COVID-19:

1. Seek medical attention.
2. Please contact the service center at [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org) to cancel all future training and exam administration sessions and follow steps 3-5.
3. Inform students/examinees of your COVID-19 diagnosis/exposure, so they can seek medical attention.
4. Contact Exam Security at [examsecurity@restaurant.org](mailto:examsecurity@restaurant.org) to report your diagnosis/exposure, provide notification of all exam session numbers in your possession and when the exam material can be returned by either yourself or an uninfected associate.
5. Maintain all exam materials/packages in a secure area, sealed, and safe until an uninfected/unexposed associate can return them.
6. If an uninfected/unexposed associate is not available, return the exam package(s) yourself , after being cleared of COVID-19 by a healthcare professional.

SuPPORT References:

* [Official guidance](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html) for operations during the COVID-19 outbreak continues to evolve.
* The latest Federal information regarding the coronavirus may be found at [Restaurant.org/COVID19](https://www.restaurant.org/covid19).  **Pease refer to your state and local jurisdictions for additional requirements.**
* ServSafe Customer Care team is available Monday-Friday from 8 a.m. to 9 p.m. EDT. at [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org).