



Obtaining and Administering the ServSafe Alcohol® Advanced or Primary Print-Based Exams

- To administer the paper and pencil ServSafe Alcohol® Advanced or Primary Exams you must be registered as a ServSafe Alcohol Instructor.
- For complete instructions on the Exam administration process, please refer to the *ServSafe Alcohol® Exam Administration Handbook*.
- Instructors in Wisconsin or Michigan must contact their State Restaurant Association before conducting a ServSafe Alcohol® course or Exam.

Information and Materials Needed to Administer the ServSafe Alcohol Advanced or Primary Exams

- Your User Name and Password
- Exam Information Form
- Review Answer Sheet Form
- ServSafe Alcohol Advanced or Primary Exams
- Fundamentals of Responsible Alcohol Service* textbook with Answer Sheet

To Obtain the Advanced and Primary Exam and Administration Materials

- Go to www.ServSafe.com. Click on “**Instructor Resources**” located under the Training menu. Click on “**Exam Admin, Info and Forms**” located in the Administer Classes and Exams box.
- Click the “**ServSafe Alcohol**” link at the top of the page. Enter your User Name and Password. Click “**Submit.**”
- Click on “**Final Exam**” to print the most current version of the ServSafe Alcohol Advanced or Primary Exams in English or Spanish.
- Click “**Exam Information Form**” and “**Review Answer Sheet Form**” to print these required documents. The *Exam Information Form* provides basic information about the class including the Instructor name, the Exam form used and where to send score results. The *Review Answer Sheet Form* provides guidelines for examinees to correctly complete their *Answer Sheet* to avoid misspellings on certificates, etc.
- Click on the appropriate state to download State Supplement materials, if required. (See document titled ServSafe Alcohol State Specific Requirements.)

Setting Up Exam Location

- Ensure Exam location standards are being met as detailed on page 8 of the *Exam Administration Handbook*.
- There must be one Instructor per every 35 examinees.
- Create and keep a seating chart for the Exam date. **Examinees may not select their own seats.**
- Ensure a sufficient number of clearly printed, complete, Exam copies are available for examinees.
- Post the Exam Form Number (located in the upper right hand corner of the Exam) where it can be easily seen by examinees.
- Examinees must contact their Instructor for score information. The Association is not authorized to release Exam score/result information directly to examinees.
- Check in examinees by collecting photo ID.
- Close the Exam site, and have examinees clear their immediate area of everything but their *Answer Sheet*.
- Instruct examinees how to complete their *Answer Sheet* based upon the “Completing and Reviewing Answer Sheets” document available at www.ServSafe.com.

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Distributing Exams

- Exams should be handed to seated examinees one at a time. Do not allow examinees to pass Exams to one another.
- Inform examinees that this is not a timed Exam, however it typically takes no more than two hours.
- Examinees must approach the instructor one at a time to submit materials.
- Once everyone has read the instructions on the Exam cover, if there are no questions, the examinee(s) can sign their name on the Exam Booklet, open it, and begin.



Monitoring the Exam

- Without disturbing examinees, take frequent walks around the Exam location to observe for cheating and to ensure directions are being followed.



Returning Exams

- After all Exam materials have been collected and all examinees have left the room, count the number of used **Answer Sheets**. Record this number on the *Exam Information Form*.
- Count Exam Booklets to ensure you have the same number you originally printed. Exams must be destroyed securely.
- Review and complete all necessary information on the *Exam Information Form*. Make a copy of this form for your files. **Failure to accurately complete the Exam Information Form will cause a delay in results.**
- Keep *Answer Sheets* in a secure place until ready to return to the Association.
- Place *Answer Sheets*, the completed and signed *Exam Information Form* and any defective materials in secure, tamper-resistant packaging. Address package to:

National Restaurant Association
Service Center
175 W Jackson Blvd. Suite 1500
Chicago IL, 60604-2814
- Return package by utilizing an in-route traceable method to the Association's Service Center within **two business days** of the Exam date.



Results

- Results are posted to the Web site within 3-4 business days of receipt by the Association. Certificates/results are sent to the address on the *Exam Information Form* within one business day from that time.