



## ServSafe Alcohol® Advanced Print-Based Exam Administration

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

### Receiving Exams

- Check to verify the contents of the package match information provided on the Exam Information Form and “Dear Proctor” letter.
- Contact Exam Administration 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 only the Instructor 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 *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.
- Post the six-digit Class Number, four-digit Exam Number, information on how to obtain Exam scores (they can visit [www.ServSafe.com](http://www.ServSafe.com) and click “**Check Exam Results**” at the top of the screen), 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 Class ID and create or enter an existing User ID and Password to view results on the Web site. NRA Solutions 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 Sheets based upon the Completing and Reviewing Answer Sheets document sent with Exam Booklets or available at [www.ServSafe.com](http://www.ServSafe.com).



### 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 this is not a timed Exam, however, it typically takes no more than two hours.
- Indicate that upon completion of the Exam the examinee must re-seal 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 the instructions on the Exam Booklet, if there are no questions, the examinees should sign their name on the Exam Booklet, open it, and begin.

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## Collecting Exams and Answer Sheets

- Examinees must approach the Instructor one at a time to turn in re-sealed Exam Booklet and properly completed Answer Sheet.
- After the Exam Booklet and Answer Sheet have been received, mark the examinees name on the seating chart and return the photo ID.
- Do not place Answer Sheets inside the Exam Booklet. Exam Booklets are destroyed upon receipt by NRA Solutions.



## 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.
- Place used and unused Exam Booklets in numerical order and count to ensure you have the same number originally received from NRA Solutions. **ALL** Exam Booklets must be returned. Contact Exam Administration 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 Answer Sheets in secure place until ready to return to NRA Solutions.
- Place 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 NRA Solutions's Exam Administration Department within **two business days** of the Exam date. Follow the "How to Get Your Package to UPS" instructions sent with your Exam Booklets.



## Results

- Results are posted to the Web site within 3-4 business days of receipt by NRA Solutions. Certificates/results are sent to the class certificate address within one business day from that time.