



Obtaining and Administering the ServSafe Alcohol® Primary Print-Based Exam

- To administer the paper and pencil ServSafe Alcohol® Primary Exam 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 Primary Exam

- Your User Name and Password
- Exam Information Form
- Review Answer Sheet Form
- ServSafe Alcohol Primary Exam (English or Spanish)
- Fundamentals of Responsible Alcohol Service Textbook with Answer Sheet



To Obtain the Primary Exam and Administration Materials

- Go to www.ServSafe.com. Click on “**Instructor Resources**” located under the Training menu.
- 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 Primary Exam 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. 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 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 NRA Solutions.
- 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 Solutions
Exam Administration Department
175 W Jackson Blvd. Suite 1500
Chicago IL, 60604-2814
- Return package by utilizing an in-route traceable method to NRA Solutions's Exam Administration Department within **two business days** of the Exam date.



Results

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