



## 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® Food Protection Manager Certification Exam, in both Print-Based and Online formats.

### ServSafe® Food Safety Print-Based Exam Administration

#### Receiving Exams

- Check to verify that contents of the package match information provided on the *Exam Information Form* and “Dear Proctor” letter.
- Contact the Service Center 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 that only the Proctor 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/Proctor per every 35 examinees.
- Create and keep a seating chart for the exam date and assign a seat for each examinee. Examinees may not select their own seats.
- Post the six-digit Class Number, four-digit Exam Form 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 Number and create, or enter an existing, User ID and Password to view results on the Web site. The Association is not authorized to release exam score/result information directly to examinees.



#### Examinee Check In

- As you check in each examinee, request a photo ID with signature (e.g., driver’s license, state ID, student ID, military ID, employee ID, U.S. green card, or valid passport), have them sign the Examinee Entry/Exit Log and verify ID for authenticity. **Note:** Photo ID is collected to ensure the return of all exam materials. This is a security measure meant to prevent the loss of exam materials and thereby maintain exam integrity.
- Close the exam site, if you are in possession of Answer Sheets you may distribute them at this time.
- 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).



#### Designating a Certificate Distributor

Provide the contact information for the individual who will provide examinees with certificates. Individuals authorized to distribute certificates to examinees include:

- Examinee’s Instructor or Proctor
- Examinee’s employer
- The Association or its designee\*
- Health or regulatory agencies\*

\*You may only designate these agencies for this duty if you are employed by them.

**(Continued on Next Page)**



## 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 they are not to open the Exam until told to do so and that they must read and agree to the *Examinee Test Use Agreement*.
- If an examinee DOES NOT agree, they must return their Exam (unopened) to the Proctor.
- Inform examinees that they will have one hour to complete the Exam. (Collect materials after 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 and agreed to the *Examinee Test Use Agreement*, if there are no questions, they may begin the Exam.



## Monitoring the Exam

- Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being followed.
- Do not leave the room while the exam is in progress.



## Collecting Exams and Answer Sheets

- Examinees must approach Proctor one at a time to turn in re-sealed *Exam Booklet* and properly completed *Answer Sheet*. **Note:** You may not alter, erase, or correct an examinee's *Exam Answer Sheet* yourself, as this is considered tampering, which is a security violation.
- After the *Exam Booklet* and *Answer Sheet* have been received, mark each examinee's name on the seating chart, have them sign out on the Entry/Exit Log and return their photo ID.
- Do not place *Answer Sheets* inside the Exam Booklet. Exam Booklets are destroyed upon receipt by the Association.

**Note:** You must ensure that no one looks at the exam materials after they have been collected. Place the collected materials away from examinees leaving the room and those still taking the Exam, but still within your sight. Also, at no time should completed Exam Answer Sheets be placed inside an Exam Booklet. If an examinee's Exam Answer Sheet is submitted to the Association inside an Exam Booklet, the examinee will need to retest at your expense.



## 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 the Association. **ALL** Exam Booklets must be returned. Contact the Service Center 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 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 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 the Association's Service Center within **two business days** of the exam date. Follow the "How to Get Your Package to UPS" instructions sent with your Exam Booklets. **Note:** Failure to ship materials within two business days of the exam date, using improper packaging, using a mailing method that is not in-route traceable, and/or failing to inform the Association's Service Center there will be a shipping delay are all security violations subject to disciplinary action.



## Result

- Results are posted to the Web site within 3-4 days of receipt by the Association. Certificates/results are sent within one business day from posting.