



National Restaurant Association Culinary Exam Administration Handbook

About This Handbook

This handbook will guide you through the administration of the National Restaurant Association (NRA) Culinary Exam and help you understand your role and responsibilities as an instructor. It outlines the policies and procedures for successful exam administration. It also includes useful step-by-step guides.

The goal of these policies and procedures is to give all examinees the same opportunity to demonstrate their abilities, and prevent examinees from gaining an unfair advantage.

Your role in administering the exam helps ensure the highest degree of integrity for the entire testing process and allows examinees to perform to their maximum level of capability.

This handbook, along with the documents referenced within it, are available on ServSafe.com/culinary under the Exam Forms and Help Documents tab.



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Section I—Policies

About the National Restaurant Association Culinary Exam

The NRA Culinary Exam is secure, copyrighted, and developed in conjunction with Culinary training materials. It adheres to all valid test development criteria. Exam questions are rotated on a scheduled basis to reflect the most updated information. Although the questions will vary from exam to exam, they provide a fair assessment of examinees' knowledge. Exam questions are developed using a systematic process to pilot questions to check their accuracy, relevance, technical quality, and readability.

Exam Security

Definition and Responsibility

Exam security refers to protecting the exam, related processes, and persons from any operational risks associated with the development, publication, storage, transfer and administration of the exam.

Exam security is the responsibility of everyone involved in and impacted by the exam process. This includes, but is not limited to, the participants below.

- National Restaurant Association
- Subject matter experts
- Vendors (printing, data destruction, service providers)
- Instructors
- Course and exam sponsoring organizations
- Employers
- Regulatory, law enforcement, and government agencies
- The public

Responsibilities for Instructors

Please read the following policies and procedures you will be required to follow as a Registered NRA Culinary Exam Instructor.

- Follow the examination administration guidelines in this handbook (including how to handle exam irregularities and accommodations), and stay current with changes to procedures.
- Organize and administer all exam location activities and procedures to ensure secure, standardized examination administration.
- Maintain exam security by reporting security breaches and cooperating with any security-related inquiries.
- Return all appropriate exam materials within two business days from the date of the exam or grade the online exam immediately after the last examinee is done. A print exam can be rescheduled within 30 days from the original exam date.
- Ensure there is one registered instructor per every 35 examinees and/or per exam room (when more than one exam room is needed).



- Identify each examinee accurately to prevent a situation in which someone may attempt to take the exam on someone else's behalf. See page 13 *Examinee Check In* for more details.
- Maintain documentation on conformance of exam location to National Restaurant Association (the Association) standards.
- Conduct examination administration in accordance with all requirements set by state/local regulatory authorities.
- Treat all examinees in a fair and equitable manner.
- Train/supervise assistant instructors and assure their availability in the event the primary instructor must leave the exam room for any reason. A registered instructor must be present during the examination administration process at all times.

Assistant exam instructors are responsible for observing examinee behaviors and assisting with the exam administration duties. An assistant exam instructor must be a Registered NRA Culinary Instructor and should be present when:

- Testing more than 35 examinees
- There is more than one exam room
- The primary exam instructor leaves the room for any reason

Both primary instructors and assistant instructors are expected to ensure the integrity of the exam by **not** doing the following practices:

- Do not review, discuss, publish or keep any NRA Culinary Exam.
- Do not create an answer key or share any information, including actual exam questions/answers, with anyone at any time, especially examinees.
- Do not administer the exam to yourself or anyone who might pose a conflict of interest (i.e., a relative) or an exam security risk.
- Do not construct answer keys for your own use, grade exams yourself, make copies of the answer portion of the Examination Answer Sheet, or print any screens from the online exam.
- Do not use information gleaned from an exam to teach a course. Exams are for examinee testing use only!
- Do not falsify or tamper with exam answer sheets, exam booklets, scores, results or certificates.
- Do not leave exam materials unattended or outside a secured storage area.
- Do not split an exam over two different time periods or exam dates.



Security Violations

Any incident perceived to damage the security of the exam will be investigated by the Association. This includes, but is not limited to, the situations listed below:

- Theft of exams, exam content and other confidential information
- Distribution or sale of exam content and other confidential information
- Exam fraud, cheating or falsification of certificates
- Hacking into exam item banks
- Assisting or taking the exam for an examinee
- Lack of test security before, during or after exam administration
- Misrepresentation of identity
- Failure to follow the procedures in this handbook

Investigations are typically launched within five business days of notification of an alleged violation. Resolution of investigations typically occurs within 30 days or less. If issues arise during the course of an investigation, it may take longer.

During the course of an investigation, the Association has the right to suspend class scoring, as well as instructor privileges. Exam instructors, class sponsors and examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

The Association reserves the right to revoke an examinee's certificate based on any action that compromises the validity, reliability, security or integrity of the Association's certificate exam programs. The Association has the right to issue warnings, institute probation, or revoke instructor privileges, based upon the outcome of an investigation and/or at will.

As an instructor, you are not alone in maintaining and monitoring the level of exam security involved in the administration of the NRA Culinary Exam. The Program Compliance department is available to assist you with any issues you feel may threaten the security or integrity of the exam.

You can reach the Program Compliance department at ServiceCenter@restaurant.org (you must include "Exam Security" in the subject line) or call 888.291.6462 for the Exam Security Hotline.



Exam Location Standards

Locations must conform to all federal/state/local legal requirements for safety, health, and accessibility for all qualified candidates. These standards are intended to ensure that examinees have an equal opportunity for success on the examination based on the quality of the exam location environment. Failure to comply with these standards is grounds for suspension, revocation of results/certificate and/or revocation of instructor status. Keep documentation on file about locations and the conformance of the location to the following standards.

Physical Facility

- Permits all examinees to perform to their highest level of ability.
- Adheres to fire, safety, building (including codes regarding smoking), and occupancy codes in the local jurisdiction.
- Meets all state and/or local regulatory requirements for exam administration.
- Offers adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics allow examinees to hear instructions clearly.
- Accessible for examinees with disabilities (e.g., wheelchair accessibility).
- Offers the ability to monitor the examinees and the exams at all times.
- Allows sufficient spacing between each examinee in actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses.
- Online exam only: A computer with internet access, mouse and keyboard is available for each examinee. Not required but recommended is a printer connection for providing printed pass/fail information upon exam completion.
- Location is private to instructor and examinees only during examination administration.

Visibility

- Print exam only: The following information (available on the *Exam Information Form*) must be posted in a visible area of the exam location: Exam Session Number and information about obtaining scores—"To obtain class tracking and score information within 10 business days of your exam date, note the Exam Session Number and keep it for your reference. You will need this Exam Session Number to check your exam score on ServSafe.com/culinary."

Have Available

- This handbook on your exam date for easy reference.
- Online exam only: Proctor Access Code is available in a secure place, which only the exam instructor can access.

Not Allowed

- No charts, posters, or other materials that might be sources for exam answers.
- These items are prohibited at the exam location: bags/purses, books, papers, pagers, cell phones and any electronic device that can be used to capture/record exam content. In the event an examinee brings any of these items to the exam location, they must be collected prior to the examination administration and placed in a location that prohibits their use during testing and are inaccessible even if the examinee needs to temporarily leave the exam location (i.e., restroom breaks).



Exam Accommodations and Irregularities

Exam Accommodations: Identifying Examinees with Special Needs

All instructors should be notified of any accommodation requests for a special-needs examinee at least 10 business days prior to the exam date in order to obtain approval from the Association and to prepare for the accommodation. If, at the time of the exam, an examinee requests an accommodation that has not been preapproved by the Association, the examinee can either postpone the exam to another date OR take the exam without the requested accommodation.

Examinees with Disabilities

The Association provides reasonable accommodations to individuals with disabilities following procedures that are consistent with the *Americans with Disabilities Act*, *Uniform Guidelines on Employee Selection Procedures* and the *Standards for Educational and Psychological Testing*. This includes alternate test formats (e.g., oral instead of written) and test aids (e.g., readers or large-print booklets).

Foreign Language Translations

An examinee with limited proficiency in English is permitted to hire and pay for a qualified interpreter to assist the instructor in administering the exam for a language that is not offered. The interpreter needs to be fluent in both English and the examinee's native language. The interpreter may have no personal relationship with the examinee. The interpreter also may not interpret subjective opinions or provide cues to the examinee. Examinees who want to use an interpreter must submit a *Request for Examination Accommodation* 10 business days prior to the exam date, listing the credentials of the interpreter. If the request is denied, an *Appeal Request Form* can be submitted within 30 days of the denial.

Examinees who want to take the exam in English are permitted to use a printed bilingual English-native language dictionary (e.g., English-Spanish) during the exam. Report the use of a dictionary in the Irregularities section of the *Exam Information Form* for print exams or on an *Irregularity Report* for online exams, and inspect the dictionary when the examinee checks in. English-language dictionaries are not allowed.

Exam Irregularities

If any of the irregularities described in this section occur during the exam, note them in the Irregularities section of the *Exam Information Form* for print exams or in an *Irregularity Report* for online exams. If you encounter an irregularity not listed here, please call the Service Center during business hours. If you encounter any irregularities outside of the Association's normal business hours, dismiss the examinee and contact the Association during regular business hours. Please do not take any action until you have heard back from a representative.

Cheating

If you are certain beyond a reasonable doubt that someone is cheating, you must notify the examinee(s) that he/she must stop the exam immediately. Collect the exam materials and inform the examinee that he/she will not receive a score and must collect his/her personal belongings (including photo IDs) and leave the exam location quietly.

Print Exam Collect the exam materials and write "VOID" in very large letters (preferably in black marker) across the examinee's exam answer sheet. Be sure to include the exam answer sheet and exam booklet when you send the materials in for grading. Provide as much information as possible on the incident, in the Irregularity section of the *Exam Information Form*.

Online Exam Suspend the exam before or after requesting the examinee leave the exam location.



Defective Exam Materials (Print Exam Only)

If an exam booklet is defective, write “Defective Material” on the cover with the nature and location of the defect and note the issue in the Irregularities section of the *Exam Information Form*.

If an examinee notices a typo, please note the exam form number and exam question that was found to be inaccurate on the *Exam Information Form* under the Irregularities section. Do NOT review the test question yourself. You can also report a typo by contacting the Program Compliance department at 888.291.6462.

Emergencies

Print Exam If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure) that prevents examinees from completing the exam, take appropriate measures to maintain security during the event.

When possible, the instructor should return to the exam location to ensure it still meets the standards for exam administration. If the location is deemed suitable and the instructor feels exam security was maintained, the examinees should return and continue with their exam.

Online Exam If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure) that prevents examinees from completing the exam, close the browsers and shut off the computers with the assistance of the examinees as quickly as possible. Ensure that everything has been shut down prior to leaving the exam location. Note this occurrence by submitting an *Irregularity Report*. **Online classes will automatically be graded 24 hours from when exam was started.**

When possible, the instructor should return to the exam location to ensure it still meets the standards for examination administration. If the location is deemed suitable and the instructor feels exam security was maintained, the examinees should return and continue with their exam. To resume the exam, follow the same process used to begin the session.

Illness

If an examinee becomes ill during the exam and must leave the exam location, he/she will not be allowed to return and a retest will need to be scheduled for another time. The examinee will be eligible for a refund, through the Association, for their Examination Answer Sheet or Exam Access Code.

Print Exam If an examinee becomes ill during the exam, collect the examinee’s exam materials, return his/her ID and personal belongings. Document this incident as an irregularity.

Online Exam If an examinee becomes ill during the exam, close his/her browser, and return his/her ID and personal belongings. Submit an *Irregularity Report* documenting this incident.

Intentional or Unintentional Disclosure of Test Items

Please note any instances that result in the disclosure of test items, by the examinee or instructor, on your *Exam Information Form* or by submitting an *Irregularity Report*.



Restroom Breaks

Only one examinee at a time may go to the restroom during the exam. Prior to the exam, ensure that examinees will not have access to personal effects, should a restroom break be required. Ensure the examinee signs out on the examinee entry/exit log when he/she leaves, and signs back in upon return. If an examinee is gone for an extended period of time, record the incident as an irregularity.

Print Exam Collect the exam material before the individual leaves; return the same materials upon the person's return.

Online Exam Examinees should close the browser before leaving the room. Upon return, take the examinee back to the "Welcome Examinee" screen and have the examinee reenter the Exam Access Code. You will then need to re-enter the Proctor Access Code. Anything answered previously has been recorded; the examinee can proceed to the question where he/she stopped.



National Restaurant Association Contact Information

If you have any questions related to the administration of any of the Association's exams, we can assist you prior to, on, or following your exam date. When contacting the Association, please have your name and class sponsor information available.

You can contact the Association's Service Center by any of the methods below.

Standard business hours are Monday through Friday, 8:00 a.m. to 6:30 p.m. (CST).

Mail National Restaurant Association
Attention: Service Center
175 West Jackson Blvd, Suite 1500
Chicago, IL 60604-2814

Phone 800.765.2122, ext. 6703

Fax 866.665.9570 (toll-free) or 312.583.9853 (in the Chicago area)

Website ServSafe.com/culinary **Email** ServiceCenter@restaurant.org

Exam Security Department ServiceCenter@restaurant.org

You must include "Exam Security" in the subject line.

Exam Security Hotline 888.291.6462



Section II—Procedures

The following section is made up of how-to documents that detail the step-by-step procedures involved in preparing for and managing your NRA Culinary Exams, in both print and online formats.



Becoming a Culinary Instructor

Enter Your Information

- Go to **ServSafe.com/culinary**. Under Instructor, select **Become An Instructor**.
- Log in with an existing user ID and password or create a new one.
- Select **Next** and enter your reference information. Select **Next** again.
- Agree to the performance standards and select **Next**.
- Applications are approved through the Service Center. You will receive notice of your application status in 3–5 business days.



Scheduling a Print-Based Exam Session

To Schedule a Print-Based Exam

- Go to ServSafe.com/culinary, under Instructor, select **Schedule and Manage Exam Sessions**.
- Enter your user ID and password.
- Select **Schedule Exam** beside the appropriate course name and level. Read the Instructor Agreement Form. Select **I accept**.
- Select the **Print** format.
- Complete all fields under the **Print Exam Schedule Form**. Click **Save**.
Note: If you need to add your school/organization, please send the new information to us at ServiceCenter@restaurant.org.
- You will receive your **Exam Session Number** along with instructions for printing your exams and Exam Information Form.



Printing Your Exam

- Upon completion of the above procedure, you will be taken to the **Print Exam Schedule Confirmation Page**. You will also receive a confirmation email.
- Write down the Exam Session Number for your records.
- Download and print a copy of the Exam Information Form. You must submit this form when you send your completed answer sheets to be graded.
- Download the PDF copy of your exam booklet. You may make as many copies of this exam as you need for your class. Please keep all copies in a secure location.



Administering a Culinary Print-Based Exam (page 1 of 3)

Identify and Post the Exam Form Number

- The Exam Form Numbers appear in the right-hand corner of the front page of the exam. They also appear at the bottom of every page of the exam. This number is critical to ensuring that answer sheets are scored properly.
- Post the Exam Form Number and Exam Session Number for the exam you are administering in your exam room. Be sure to write the Exam Form Number large enough so that it can be read easily from any seat in the room.



Directions for Completing Answer Sheets

- Have examinees take out their answer sheets or distribute them if they are in your possession. Distribute Number 2 pencils. Have examinees take out their calculators and dictionaries (if English is a second language) at this time.
- Examinees should clear their desks of all other belongings. Scratch paper is not allowed; however, examinees may write in the margins of the exam.
- Inform examinees that by filling out the answer sheet, they authorize the National Restaurant Association, or its designee, to release score information to them and other appropriate sources, such as their educator and employer (if applicable). Personal information is considered secure and privileged information and cannot be used for any purpose other than that connected with this program.
- Have examinees record the Exam Form Number on their answer sheet; this is critical to ensure the answer sheet is scored properly.
- Examinees should clearly print the requested information in the boxes provided. Direct them as follows:
 - Space words appropriately, but do not put spaces between each letter of each word.
 - Darken the oval containing the character written in the box directly at the top of each column. If using the entire word will cause you to run out of space, abbreviate.
 - Thoroughly erase any mark that is made accidentally. Multiple darkened responses will be recorded as errors, so it is important to darken only one oval for each response.

Note: Errors in darkening the proper ovals for your name will result in the certificate being misspelled.

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Administering a Culinary Print-Based Exam (page 2 of 3)

Directions for Completing Answer Sheets *continued*

- Make sure your examinees use the same name (not a nickname, abbreviation, etc.) if taking more than one NRA Culinary Exam. Discrepancies in names can prevent multiple scores from appearing in the same profile. In addition, students who know their student ID number should ensure that this number is properly and consistently written each time they take an exam. This helps to link together their results.
- Walk around the room to verify that examinees are filling out the answer sheet correctly. Inspect the answer sheets, looking for the following:
 - Illegible handwriting
 - Information placed in inappropriate fields
 - Incorrect Exam Form Number listed



Distribute Exams

- Hand an exam directly to seated examinees one at a time. Do not allow examinees to pass exam(s) to other examinees. After each examinee receives an exam, place any extra exams and any other testing materials in a secure place that will not cause confusion when examinees turn in their exam materials.
- Instruct examinees not to begin the exam until told to do so.
- Inform examinees that all exam questions should be answered. Only one answer should be darkened for each question. If there are more spaces for answers on the answer sheet than there are questions on the exam, extra spaces should be left blank.
- Review exam instructions and expectations with examinees and allow time for questions. Once all questions are addressed, examinees may begin the exam.

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Administering a Culinary Print-Based Exam (page 3 of 3)

During the Exam

- The exam should take about an hour to complete. However examinees should be given as much time as needed to complete their exams.
- Examinees may not talk during the exam. Examinees with questions should raise their hands for assistance.
- Without disturbing the examinees, take frequent walks around the testing room to prevent cheating; ensure that students are successfully following directions and are able to have inquiries answered.
- Only one examinee at a time may go to the restroom during the exam. Collect his or her exam and answer sheet as the student leaves, and return the same materials to him or her upon returning. Remember, do not allow more than one examinee to be absent from the room at the same time.
- This is a copyrighted exam. At no time during this exam may exam booklets or answer sheets leave the room.



Collect Exam Materials and Dismiss Examinees

- Only one examinee at a time may approach the instructor to submit his or her exam and answer sheet.
- You will once again inspect the answer sheet for errors in its completion. If you find the examinee has not completed the answer sheet accurately, you must hand the answer sheet back to the examinee, who may correct errors **only on the registration portion of the answer sheet**. An instructor should never alter, erase, or correct an examinee's answer sheet—this is considered answer sheet tampering.
- After you have completed the answer sheet inspection process and have both the answer sheet and exam booklet from the examinee, he or she may then leave the room (or sit quietly until everyone has finished).

Note: The instructor is responsible for ensuring that no one looks at the exam materials after they have been collected. Do not combine answer sheets with exam booklets for any reason. You could accidentally destroy an examinee's answer sheet or fail to submit it for grading.



Returning Exam Materials to the NRA

Return Instructions

Note: Follow the instructions below carefully to avoid any delays or errors in processing.

- Count the used answer sheets. Record the number of used answer sheets on the Exam Information Form. Any answer sheets that were not used should not be included in this count and must be kept separate from the materials used by examinees. Extra answer sheets may be used for future exams. You can make copies of the examinees' answer sheets for your own records if you wish. Please be very careful at the copier. Copies of answer sheets will not be accepted for grading by NRA for any reason.
- Attach answer sheets to the completed Exam Information Form using a paper clip. You may also include the cover page of the exam you used.
- Never attach Baking and Cooking exam answer sheets or multiple exam sessions to the same Exam Information Form. This will lead to scoring errors. Baking and Cooking exam materials must be returned separately.
- Place the Exam Information Form with answer sheets in an envelope suitable for shipping and address it to:

**National Restaurant Association
Attention: Service Center
175 West Jackson Boulevard, Suite 1500
Chicago, IL 60604-2814**

- Ship the envelope within 2 business days of your exam date using an in-route traceable mailing method (UPS, Airborne, or Federal Express).
- Destroy any copies you made of the master exam. In the case of retesting, you must schedule a new print-based exam session to obtain a new master exam. Results should be available within 3–4 business days after your exams have been received.
- If there is a valid email address on file, the instructor will receive an email when the results are available online.



Scheduling an Online Exam

To Schedule Your Online Exam

- Go to ServSafe.com/culinary, under Instructor, select **Schedule and Manage Exam Sessions**.
- Enter your user ID and password.
- Select **Schedule Exam** beside the appropriate course name and level. Read the Instructor Agreement Form. Select **I accept**.
- Select the **Online** format.
- Complete all fields under the **Online Exam Schedule Form**. Click **Save**.
Note: If you need to add your school/organization, please email the new information to us at ServiceCenter@restaurant.org.
- You will receive an Exam Session Number and a Proctor Access Code. Please print this screen or copy these numbers for future reference.
- You will receive your Exam Session Number along with your Proctor Access Code via email if a valid email address is on file. Once you have this information, you may begin conducting your exam at any time.

Administering an Online Exam

Exam Location Requirements

- Ensure a computer with Internet access, mouse, and keyboard is available to each examinee.
- Review Exam Location Standards of the handbook.



Administer an Online Exam

- Examinees should clear their desks/work areas of all other belongings. Scratch paper is not allowed.
- Direct examinees to ServSafe.com/culinary. If examinees do not have a user ID and password, they may create one by selecting **Login** and then **Create New Profile** on the **User Login** page.
- Under the **Student** tab, examinees select **Take Online Exam** and then **Take Exam**.
- Examinees enter their user IDs and passwords if prompted to do so.
- Examinees select an exam **Title** from the drop-down menu.
- Have examinees complete Steps 1–3; then enter the Exam Access Code, and then select **Continue**.
- Examinees then verify or update the **Personal Information** section of the Exam Registration Form. The instructor enters the Proctor Access Code, which will allow access to the exam.



During the Exam

- The exam should take about an hour to complete. However, examinees should be given as much time as needed to complete their exams.
- No talking is allowed during the exam. Examinees with questions should raise their hands for assistance.
- Without disturbing the examinees, take frequent walks around the testing room to prevent cheating; ensure that students are successfully following directions and are able to have inquiries answered.
- Only one examinee at a time may go to the restroom during the exam. Examinees should close the browser before leaving the room. Upon return, log them back into the exam using the procedure followed in the beginning. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.



To Complete an Online Exam

- When the examinee completes the exam, the instructor enters the Proctor Access Code and then selects **"Finish."** Pass/fail results are given immediately.
- Upon completion of the exam, examinee(s) will be able to view their scores and print their certificates. An automated email will go to the examinee informing him or her that the score is now available.
- If any irregularities occurred during the exam, the instructor should email these to ServiceCenter@restaurant.org after all of the examinees have completed their exams.
- The online exam will automatically close 24 hours after it has been started.



Viewing Your Exam Results Online

How to Obtain Exam Results Online

- Go to ServSafe.com/culinary, under Instructors, select **View Scores**.
- Enter your user ID and password. Click **Login**.
- Click the drop down box and select **"All"** if given the option under drop down box titled Select Organization.
- Select the preferred method for searching score results by clicking the appropriate link.

Search by Exam Session Number

- Enter the Exam Session Number. Click **"Submit."**

Search by Date

- Enter the appropriate date range. Click **"Submit."**
- Click Program Name for the course.

Search by Examinee Name

- Enter the name or the examinee's first and last name. Click **"Submit."**
- Click Program Name for the course.

Instructor Curriculum Report

- The screen lists the score information for examinees.
All information can be downloaded into a Microsoft® Excel® file.
- Click **"Domain Scores"** at the bottom of the screen to view overall score breakdown by domain for all classes listed.
- Click **"Domain Scores"** to the right to view overall breakdown by domain for a single class.
- Click **"Exam Session Number"** to the left to access the Exam Session Score Analysis Detail Report for a single class.

Exam Session Score Analysis Detail Report

- This screen shows all examinees' **overall point and percentage scores** from the selected session. All information can be downloaded into a Microsoft Excel file.
- Click **"Next"** if it is a large exam session and all examinees do not appear on the initial screen.
- Click the **"Student Details"** button across from the examinee name to access the **Examinee Score Analysis Detail Report** for detailed information about an individual examinee.



Resolving Technical Issues

When You Have a Technical Issue

- Most technical issues will include instructions on how to resolve the issue. If no instructions are provided, proceed to the instructions below.



If No Instruction Is Provided

- Make note of the error and close the browser.
- Return the examinee to the **Welcome Examinee** screen and proceed with exam. The examinee will be able to continue from where he/she left off with the exam.
- If restarting the browser does not resolve the issue, call the Service Center at 800.765.2122 (312.715.1010 in the Chicago area) ext. 6703, and report the error so the Association may assist in resolution.
- Note any technical difficulties that occur during exam administration in an Irregularity Report.

Submitting a Request for Exam Accommodation

When to Submit a Request for Exam Accommodation

- To request a change in exam administration for examinees with special needs
- To request an interpreter for an examinee with limited proficiency in English



Examinee Information Needed to Submit a Request for Exam Accommodation

- Requests for exam accommodations must be submitted by the class sponsor or instructor on behalf of the examinee, at least 10 business days prior to the exam date.
- Examinee name, social security number (if available), telephone number, email address and description of disability that qualifies for an accommodation
- Description and documentation of disability and type of accommodation requested
- Interpreter's credentials and business card or letterhead



Instructor Information Needed to Submit a Request for Exam Accommodation

- Instructor name, instructor number, company name and address, date of exam, telephone number, email address



How to Submit a Request for Exam Accommodation

- Go to **ServSafe.com**. Click the **Instructors/Proctors** tab and select **Instructor And Proctor Support Materials** and then **Exam Forms** and **Help Documents**.
- Select **Request for Exam Accommodation Form** to download or print the form.
- Complete the form then fax (866.665.9570 or 312.583.9853) or mail it to Service Center.
- Requests are processed within five business days of receipt.
- The instructor will be contacted directly via email (if provided) concerning the outcome of the request.



Submitting an Irregularity Report

When to Submit an Irregularity Report

- An examinee experiences any type of technical difficulty while taking the exam
- There is a deviation in exam administration protocols as outlined in this handbook.
- It is not necessary to submit an **Irregularity Report** if no irregularities occurred.



How to Submit an Irregularity Report

- Send an email to ServiceCenter@restaurant.org.
- Include the type of exam and Exam Session Number in the subject line.



Information to be Included with an Irregularity Report

- Instructor user name and password, Proctor Access Code, examinee name, Exam Access Code, and a contact phone number for the instructor.
- The specific reason for submitting the Irregularity Report. If it is related to a technical error with the Association's website be sure to include the error message exactly as it reads on the screen (if possible, copy and forward the message as part of the Irregularity Report).
- Resolution or action taken to resolve the irregularity (if applicable).



Irregularity Report Resolution

- An Association representative will contact the instructor within one business day of receiving the notice.



How to Request an Exam be Rescored or Review a Misspelled Certificate

When to Submit an *Answer Sheet Review Form*

- There is an error on the printed certificate (misspelled name, instructor/sponsor or number of classroom hours are incorrect, etc.).
- An exam score is inaccurate or missing. (These requests must be submitted by the instructor of the exam.)



Information Needed to Submit an *Answer Sheet Review Form*

- Answer Sheet Review Forms* must be submitted within 30 days of receiving the score results.
- Include the name of the instructor, examinee, exam date, and Exam Session Number.



How to Submit an *Answer Sheet Review Form*

- Go to **ServSafe.com**. Click the **Instructors/Proctors** tab and select **Instructor And Proctor Support Materials** and then **Exam Forms** and **Help Documents**.
- Select **Answer Sheet Review Form** to download or print the form.
- Complete the form then fax (866.665.9570 or 312.583.9853), email, or mail it to Service Center.
- Requests are processed within five business days of receipt.
- The requestor will be contacted directly concerning the results of the request.