



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 the ServSafe® Food Safety and ServSafe Alcohol® Exam Administration 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 (ServSafe® Food Safety or ServSafe Alcohol®) and Exam Session Number in the subject Line.



Information to be Included with an Irregularity Report

- Instructor/proctor 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/Proctor within one business day of receiving the notice.