

ServSafe® Food Safety Print Examination Administration

To Schedule Exam Session and Obtain Print-Based Exam Booklets

- ☐ Go to www.ServSafe.com and log in.
- ☐ Select **Instructors/Proctors** in the ribbon at the top of the page and then click on **Exam Management** in the teal ribbon on the following page.
- ☐ Click the **SCHEDULE EXAM** button to the right of the exam you are ordering.
- ☐ Read the Examination Request Agreement Form. Click the **I ACCEPT** button at the bottom of the form.
- ☐ Select **Print Exam**.
- ☐ Complete the **EXAM REQUEST FORM** including number of exams needed for each language/type.
- ☐ Please note the following details:
 - ☐ If your organization does not display in the list, you must search for your company by clicking the **ORGANIZATION** link. If your organization is not listed, contact the Customer Care Center.
 - ☐ Answer Sheets are NOT included in exam booklets and must be ordered separately.
- ☐ When all fields are completed, click **SCHEDULE EXAM SESSION**. You will be provided both an Exam Administration Packet and an Exam Session Number. Print this screen or document these numbers for your records. You will receive this information via email, if a valid email address is on file.



To Purchase Exam Answer Sheets

- ☐ Select **ServSafe Manager** in the ribbon at the top of the page and then select **Buy Manager Products** in the teal ribbon on the following page.
- ☐ Select **Manager Training and Certification Exams Products**.
- ☐ Click the **ADD TO SHOPPING CART** button for the **ServSafe® Exam Answer Sheet** (electronic voucher **SSEAS**). **Note:** If you are not already logged in, the LOG IN page will display. You must **log in** to continue.
- ☐ A message displays about needing a proctor for the examination. Close the message window. **Note:** No refunds will be given for online products.
- ☐ Enter the quantity and click the **GO TO CHECKOUT** button. Ensure that the shipping address to send the exam answer sheets is accurate.
- ☐ Provide payment information on the **CHECKOUT** page.
- ☐ Review your order on the **ORDER REVIEW** page. If your order is correct, click the **PLACE ORDER** button. If your order is NOT correct, click the **GO BACK TO SHIPPING & BILLING INFORMATION** button.
- ☐ Your order number and status will display on the **ORDER PLACED SUCCESSFULLY** page. Print this page for future reference. You will receive the exam access codes via email if a valid email address is on file.



Receiving Exams

- ☐ Check to verify that contents of the package match information provided on the *Exam Information Form* and "Dear Proctor" letter.
- ☐ Contact the Customer Care Center with any discrepancies, or if exam booklets are not received at least three business days prior to your exam date.
- ☐ Place exam packets in a secure place that only the proctor can access until the exam date. No one may review, discuss or copy the exam packet or administer the exam to themselves, or anyone that might pose a conflict of interest (e.g., 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 exam session number and four-digit exam form number in a visible place for all examinees. Information on how examinees can obtain their exam results and print their certificate will be included as part of their exam packets. A copy of this information can be found in **Appendix H**.
- ☐ Examinees must have the **exam session number** and create, or enter, an existing user ID and password to view results on the website. The Association is not authorized to release exam score/result information directly to examinees.
- ☐ Ensure you have sufficient blank answer sheets for examinees.



Examinee Check-In

- ☐ Have your *Read Before Exam Script* available to use.
- ☐ As you check in each examinee, collect 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 examinee 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.
- ☐ If an examinee has their own answer sheet, inspect the answer sheet to ensure it is a valid ServSafe answer sheet. Submission of counterfeit answer sheets will result in processing delays for the entire exam session.
- ☐ Instruct examinees on how to complete their answer sheets based upon the *Read Before Exam Script* included as an attachment with your exam session confirmation email. A copy can also be found in Appendix D.



Distributing Exams

- ☐ Exam packets should be handed to seated examinees one at a time. Do NOT allow examinees to pass exam envelopes to one another.
- ☐ Inform examinees that they are not to open the exam packet 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 package (unopened) to the proctor.
- ☐ Inform examinee(s) that they will have two hours to complete the exam unless they have an approved *Exam Accommodation*.
- ☐ Indicate that upon completion of the exam, the examinee must place the exam Packet back in the envelope so the exam number shows in the window, tear off the adhesive strip, and reseal.
- ☐ Once everyone has read and agreed to the *Examinee Test Use Agreement*, if there are no questions, they may begin the exam.
- ☐ **Please note:** Do not open an exam packet for demonstration purposes.



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 Examination Answer Sheets

- ☐ Examinees must approach the proctor one at a time to turn in the resealed exam packet and properly completed *Examination Answer Sheet*. **Note:** You may not alter, erase, or correct an examinee's *Examination Answer Sheet* yourself, as this is considered tampering, which is a security violation.
- ☐ After the exam packet and *Examination Answer Sheet* have been received, mark each examinee's name on the seating chart, have them sign out on the *Examinee Entry/Exit Log*, and return their photo ID.
- ☐ Do not place *Examination Answer Sheets* inside the exam envelope. Exam packets 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 *Examination Answer Sheets* be placed inside an exam envelope. If an examinee's *Examination Answer Sheet* is submitted to the Association inside an exam envelope, 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 *Examination Answer Sheets*. Record this number on the *Exam Information Form*.
- ☐ Note any irregularities in the Irregularities section of the *Exam Information Form*.
- ☐ Place used and unused exam envelopes in numerical order and count to ensure you have the same number originally received from the Association. **ALL** Exam Packets must be returned. Contact the Customer Care Center with any discrepancies.
- ☐ Review and complete any necessary information (including additional proctor signatures) on the *Exam Information Form*, and make a copy of this for your files.
- ☐ Keep exam envelopes and *Examination Answer Sheets* in a secure place until ready to return to the Association.
- ☐ Place *Examination Answer Sheets*, the completed and signed *Exam Information Form*, and any defective materials in the small, white envelope provided.
- ☐ Place all exam envelopes, 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 Customer Care Center within **two business days** of the exam date. **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 Customer Care Center there will be a shipping delay are all security violations subject to disciplinary action.
- ☐ We recommend dropping off exam packets at a physical UPS location and obtaining a receipt for each shipment.



Results/Certificates

- ☐ Results/certificates are posted to the website within 3-4 days of receipt by the Association.