



Exam Policies and Procedures Handbook for the ServSafe Alcohol® Exam

About This Handbook

The National Restaurant Association has prepared this Handbook to help you properly administer the ServSafe Alcohol® Advanced Exam and ServSafe Alcohol® Primary Exam. Please read and become thoroughly familiar with this information prior to administering either ServSafe Alcohol Exam.

For your convenience, this Handbook, along with the documents referenced within it, also are available in Instructor Resource Center at www.ServSafe.com. If you would prefer to receive any of these documents via fax, please call the Service Center at 800.765.2122, ext. 6703.

Please be aware that Section II contains the step-by-step procedures involved in preparing for and managing ServSafe Alcohol® Exams in both Print-Based and Online formats.

Disclaimer

The information presented in this Handbook has been compiled from sources and documents believed to be reliable and represents the best professional judgment of the National Restaurant Association. However, the accuracy of the information presented is not guaranteed, nor is any responsibility assumed or implied by the Association for any damage or loss resulting from inaccuracies or omissions.

The Association prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, or marital or family status. The Association is an equal opportunity employer.



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Section I – Policies

National Restaurant Association Contact Information

If you have any questions related to the administration of any Association Exams, we can assist you prior to, on, or following your Exam date. **Note:** When contacting the Association, please have your name and class sponsor information available.

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

Our standard business hours are Monday through Friday, 8:00 a.m. – 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 (local)

Web site: www.ServSafe.com **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 Please select option 5.



About the ServSafe Alcohol® Advanced Exam

The ServSafe Alcohol® Advanced Exam is secure, copyrighted, and developed independently of our training materials. It adheres to all valid test development criteria. The questions are rotated on a scheduled basis to reflect the most up-to-date responsible alcohol service information. Although the questions will vary from Exam to Exam, they provide a fair assessment of each examinee's knowledge.

Exam development includes a systematic process that pilots questions to check their accuracy, relevance, technical quality, and readability. Pilot questions are used to investigate the appropriateness and feasibility of using the question; at no time is the examinee graded on any pilot question.

Secure, standardized Exam administration assures the highest degree of integrity for the entire testing process and allows examinees to perform to their maximum level of capability. A ServSafe Alcohol® Advanced Certificate confirms that the student has mastered the critical knowledge necessary to be capable of providing responsible alcohol service.

About the ServSafe Alcohol® Primary Exam

The ServSafe Alcohol® Primary Exam is a non-secured and copyrighted Exam. It covers the learning objectives of the text.

The non-secured ServSafe Alcohol Primary Exam tests for knowledge basic to providing responsible alcohol service. A ServSafe Alcohol® Certificate represents that the student has studied how to serve alcohol responsibly and is knowledgeable in this field of study.



Exam Security

Definition and Responsibility

Exam Security — 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:

- National Restaurant Association, American National Standards Institute (ANSI), Conference for Food Protection (CFP), other CFP Exam providers
- Subject Matter Experts who write and review Exam items
- Vendors (printing, data destruction, service providers)
- Instructors
- Proctors
- Course and Exam Sponsoring Organizations
- Employers
- Regulatory, Law Enforcement and Government Agencies
- The Public

Responsibilities for Instructors and Proctors

Exam Proctors have these responsibilities:

- Follow the Exam 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 Exam administration.
- Maintain Exam security, report security breaches, and cooperate with any security-related inquiries.
- Ensure the integrity of the Exam by **not**:
 - Reviewing or discussing any ServSafe Alcohol® Advanced Exam or sharing the actual Exam questions/answers with anyone at any time (especially examinees).
 - Reviewing or discussing, any ServSafe Alcohol® Primary Exam or sharing actual Exam questions/answers with anyone at any time (especially examinees).
 - Administering the Exam to yourself, to anyone who might pose a conflict of interest (i.e. a relative) or an Exam security risk.
 - Constructing answer keys for their own use, grade Exams yourself, make copies of the answer portion of the Exam *Answer Sheet*, or print any screens from the Online Exam.
 - Use information gleaned from an Exam to teach a course. Exams are for examinee testing purposes only.
 - Falsifying or tampering with Exam *Answer Sheets*, Score Results or Certifications.
- Return all appropriate Exam materials within two business days from the date of the Exam or grade the Online Exam within one day of proctoring.
- Ensure there is one registered Exam Proctor per every 35 examinees and/or per Exam room (in the event where more than one Exam room is needed).
- Identify each examinee accurately to prevent a situation where someone may attempt to take the Exam on someone else's behalf.
- Maintain documentation on conformance of Exam location to Association standards.
- Conducting Exam administrations in accordance with all requirements set by state/local regulatory authorities. ServSafe Alcohol® regulatory requirements database, in the ServSafe Alcohol Section under “State Regulations” of www.ServSafe.com, provides updated information regarding requirements for every state.
- Treat all examinees in a fair and equitable manner.



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:

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

Investigations are launched within five business days of notification of an alleged violation. If there are no issues with the investigation, resolution 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 Exam Proctor and Course Instructor privileges. Exam Proctors, Course 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 Association Certification Exam programs. The Association reserves the right to audit ServSafe Alcohol® classes and Exam administrations. The Association has the right to issue warnings, probation or revoke Instructor and/or Proctor privileges based upon the outcome of an investigation and/or at will.

Appeals Policy

Any examinee who is denied eligibility to sit for the Exam, denied accommodation, failed the Exam, had an Exam terminated due to cheating, has had a Certificate revoked, or any Proctor wishing to appeal an action resulting from an investigation may appeal the decision by submitting an *Appeal Request Form* within 30 days of the initial incident. The Association will review and render a decision within 30 days of receipt of the form. This decision is final.

The Exam Security Department and Practices

The Exam Security Department

As an Instructor or Proctor, you are not alone in maintaining and monitoring the level of Exam security involved in the administration of the ServSafe Alcohol® Exams. The Exam Security Department is available to assist you with any issues you feel may threaten the security or integrity of the Exam.

You can reach the Exam Security Department at servicecenter@restaurant.org (You must include "Exam Security" in the subject line) or call 888.291.6462, select option 5, for the Exam Security Hotline.

Data Forensics

The Exam Security Department regularly analyzes data collected from Exams, looking for any irregularities that may indicate a lack of Exam security, test fraud or cheating. Exam data is also used to determine whether or not such policies as the Exam Retest Policy (page 11) are being adhered to.



Audits and Unannounced Audits

An audit (announced or unannounced) may be scheduled by the Exam Security Department at anytime. Audits allow the Association to ensure that Exam security standards are being met and evaluate the overall performance of an Instructor, Proctor or Sponsor Organization's Exam administration practices.

Once the results have been reviewed and the audit is complete, the Association will share its findings with the Instructor, Proctor or Sponsor Organization. We will then work with them to improve any areas they may be having difficulty with or help them maintain any areas in which they already excel.

Exam Location Standards

Locations must conform to all federal/state/local legal requirements for safety, health, and accessibility for all qualified candidates. Keep documentation on file about locations and the conformance of the location to the following standards:

- Permits all examinees to perform to their highest level of ability.
- Fire, safety, building (including codes regarding smoking) and occupancy codes in the local jurisdiction.
- All state and/or local liquor regulatory requirements for Exam administration.
- Adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics (allows examinees to hear instructions clearly).
- 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 Exam administration and placed in a location that prohibits their use during testing and inaccessible even if the examinee needs to temporarily leave the Exam location (i.e. restroom breaks).
- Accessibility for disabled examinees (e.g., wheelchair accessibility).
- Ability to monitor the examinees and the Exam at all times and do not leave either unattended.
- Sufficient spacing between each examinee in actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses.
- No charts, posters, or other materials that might be sources for Exam answers.
- Availability of this Handbook on your Exam date for easy reference.
- 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.
- Online Exam only: Class Access Code is available in a secure place, accessible only to the Exam Proctor.



Exam Accommodations and Irregularities

Exam Accommodations: Identifying Examinees with Special Needs

All Proctors 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 unaware of the accommodation need, which may not be provided for without approval, prior to the Exam date, the examinee may choose not to be tested that day or may test without accommodation.

Exam Irregularities

If any of the irregularities described in this section occur during the Exam, note them in the irregularity section of the *Exam Information Form* for paper-and-pencil Exams or in an *Irregularity Report* for online Exams. If you encounter an irregularity not listed here, please call the Association Service Center during business hours.

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 a qualified interpreter to assist the Proctor in administering his/her Exam. 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 Exam Accommodation Form* 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 bilingual English-native language dictionary (e.g., English-Spanish) during the Exam. Report the use of a dictionary in the irregularity section of the *Exam Information Form* for print-based Exams or on an *Irregularity Report* for online Exams (see page 18), and inspect the dictionary when the examinee checks in. English-language dictionaries are not allowed.

Literacy Deficiencies

Examinees with literacy deficiencies may apply for a special accommodation by completing the *Request for Exam Accommodation Form* and submitting it with an official report documenting the deficiency to the Association at least 10 business days prior to the scheduled Exam date. If the request is denied, an *Appeal Request Form* can be submitted within 30 days of the denial.

Cheating

If you are certain beyond a reasonable doubt that someone is cheating, use your discretion to notify the examinee(s) that the Exam session is concluded for them. They will not receive a score, must collect their personal belongings (including their photo IDs) and leave the Exam location quietly.



Print Based 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 when you send the materials in for grading. Provide as much information as possible on the incident, in the Irregularity Section of your *Exam Information Form*.

Online You can suspend the Exam before or after requesting they leave the Exam location.

Emergencies

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

Online If an emergency occurs during testing (events over which you have no control — e.g., fire alarm, flood, storm, power failure, etc.) that prevents examinees from completing an 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.

When possible, return to the Exam location to continue the Exam. You will resume the Exam following the same process used to initially begin the Exam.

Illness

Print Based If an examinee becomes ill during the Exam, collect the examinee’s Exam materials. If the individual returns before the end of the Exam, return the examinee’s materials so he/she may complete the Exam. If the individual does not return to complete the Exam, he/she will need to retest at another time and will need to purchase a new *ServSafe Alcohol® Fundamentals of Responsible Alcohol Service* textbook with Exam *Answer Sheet*.

Online If an examinee becomes ill during the Exam, close his/her browser. If the individual returns before the end of the Exam and you have not yet graded the class, take him/her back to the “Welcome Examinee” screen to re-enter the Seat Registration Number. You will then need to re-enter the Class Access Code. Anything answered previously has been recorded; the examinee can proceed to the question where he/she stopped. If the individual does not return to complete the Exam, he/she will need to retest at another time and will need to purchase a new Seat Registration Number.

Intentional or Unintentional Disclosure of Test Items

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

Restroom Breaks

Print Based Only one examinee at a time may go to the restroom during the Exam. Collect the Exam material before the individual leaves; return the same materials upon the person’s return.

Online 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, take them back to the “Welcome Examinee” screen and have them re-enter their Seat Registration Numbers. You will then need to re-enter the Class Access Code. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.



Recertification

Recertification

If an examinee needs to recertify due to Association Certificate expiration (three years), regulatory requirements, or company requirements, follow the recertification requirements provided by your local regulatory authority or company. The Association recommends a review of the most current material prior to retaking a ServSafe Alcohol® Exam.



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 Alcohol® Advanced Exam, in both Print-Based and Online format.



Registering as a ServSafe Alcohol® Instructor

- Prior to instructing ServSafe Alcohol® review the State Regulations section on <https://www.ServSafe.com/Alcohol/regulatory/>
- Instructors in Wisconsin or Michigan must contact their State Restaurant Association before conducting a ServSafe Alcohol course or Exam.

Take the ServSafe Alcohol Advanced Course and Exam

- Score an 80 percent or above on the Advanced Exam within the last three years.
- To take the Advanced Course and Exam:
 - Purchase the ServSafe Alcohol® Online Course and Advanced Exam and utilize an Online Proctor (see Registering as an Online ServSafe Alcohol Proctor).
 - Contact an approved ServSafe Alcohol Instructor through the “Class Locator” portion of www.ServSafe.com or contact your State Restaurant Association.



Attend the ServSafe Alcohol Train-the-Trainer Online Course/Webinar

- Go to www.ServSafe.com. Under “**ServSafe Alcohol**” click on “**For Instructors/Proctors.**” Click “**Become an Approved Alcohol Instructor.**” Under “**Step 2: Attend the ServSafe Alcohol Train-the-Trainer Online Course and Assessment,**” click “**Access the ServSafe Alcohol Train-the-Trainer Course.**”



Take the ServSafe Alcohol Train-the-Trainer Assessment

- Before taking the ServSafe Alcohol Online Train-the-Trainer Assessment if you do not have a User ID and Password, go to www.ServSafe.com under “**Access My Account**” and select “**New User? Register Here**” to create one.
- Once you have completed the ServSafe Alcohol Train-the-Trainer Course click “**Click here to take the ServSafe Alcohol Train-the-Trainer Assessment Now,**” and enter your User ID and Password.
- If you do not take the ServSafe Alcohol Train-the-Trainer Assessment immediately after completing the ServSafe Alcohol Train-the-Trainer Course, you may access it by going to www.ServSafe.com. Under “**Access My Account**” enter your User ID and Password.
- Under “**ServSafe Alcohol**” click on “**For Instructors/Proctors.**” Click “**Become an Approved Alcohol Instructor.**” Under “**Step 2: Attend the ServSafe Alcohol Train-the-Trainer Online Course and Assessment**” click “**Access the ServSafe Alcohol Train-the-Trainer Assessment.**”



Submit the ServSafe Alcohol® Instructor Application

- Upon passing the ServSafe Alcohol® Train-the-Trainer Assessment, download the ServSafe Alcohol® Instructor Application.
- Applicants must submit the completed application, non-refundable \$50 application fee, the Mutual Non-Disclosure and Confidentiality Agreement, and Performance Agreement.



ServSafe Alcohol Instructor Approval

- You will receive a confirmation email within three to five business days of receipt of the ServSafe Alcohol Instructor Application. At this time, you will be able to download and print the *Approved ServSafe Alcohol Instructor Certificate*.
- At the time you receive your confirmation email, you are approved to teach the ServSafe Alcohol Course and proctor the Advanced Print-Based, Advanced Online, and Primary Exams (please see the corresponding documents for further instruction).



Registering as a ServSafe Alcohol® Online Proctor

- Instructors in Wisconsin or Michigan must contact their State Restaurant Association before conducting a ServSafe Alcohol® course or Exam.
- Approved ServSafe Alcohol Instructors are automatically registered as Online and Print-Based Exam Proctors.
- Use the attached ServSafe Alcohol Online Proctor Application.
 - Online Proctors are not authorized to administer any print-based Exam.
 - Online Proctors cannot be related to the examinee.

Proctor Application Process

- Go to www.ServSafe.com. Click on “**ServSafe Alcohol**” on the left hand side of the page.
- Under “**For Instructors and Proctors,**” click “**Become a Registered Online Proctor.**”
- Download a copy of the *ServSafe Alcohol® Exam Administration Handbook*.
- Read the *ServSafe Alcohol Exam Administration Handbook*.
- Complete and return the Online Proctor Application (a valid email address, two professional references, and a signature on the Mutual Non-Disclosure and Confidentiality Agreement must be provided).
- Applications are processed within three to five business days of receipt. (Please call to confirm receipt of your application once it has been faxed).
- Approval notice is sent via email and includes your User Name and Password. You can create/administer the ServSafe Alcohol® Advanced Online Exam at this time.

NOTE: Please see the attached ServSafe Alcohol Online Exam Creation and Administration for instructions on creating an Online Exam.



Renewing as a ServSafe Alcohol® Instructor

- To maintain your standing as a ServSafe Alcohol® Instructor you will need to retake a ServSafe Alcohol Primary or Advanced Exam and have completed the ServSafe Alcohol Renewal application by the expiration date on your ServSafe Alcohol certificate.

Take the ServSafe Alcohol® Online Exam

- Score an 80 percent or above on a ServSafe Alcohol® Exam within the last three years.
- To attend a ServSafe Alcohol Course and Exam:
 - **Online:** Purchase the ServSafe Alcohol® Online Course and Primary Exam (if in Maryland or South Carolina you must take the ServSafe Alcohol® Advanced Exam).
 - **Print Based:** Take either the ServSafe Alcohol® Primary or Advanced Class and Exam (if in Maryland or South Carolina you must take the ServSafe Alcohol® Advanced Exam). To contact a ServSafe Alcohol Instructor use the “Class Locator” portion of www.ServSafe.com or contact your State Restaurant Association.



Complete and Submit the ServSafe Alcohol Instructor Renewal Application

- Login to www.ServSafe.com with your ServSafe Alcohol Instructor’s Login.
- Under the ServSafe Alcohol menu, select “**For Instructors/Proctors.**”
- Select “**Renew Instructor Status.**”
- Download and print the “ServSafe Alcohol® Instructor Renewal Application.”
- Fax or mail the application to Association Service Center.



Renewal Application Approval

- You will receive confirmation via email 3-5 business days after the Association has received your application.
- Once you have received approval via email, you may continue to instruct and administer the ServSafe Alcohol® Course and Exams.



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 they left off with his or her Exam.
- If restarting the browser does not resolve the issue, call the Service Center at 800.765.2122 (312.715.1010 in Chicagoland), ext. 6703, and report the error so the Association may assist in resolution.
- Note any technical difficulties that occur during Exam administrations in an *Irregularity Report*.



Submitting a Request for Exam Accommodation

When to Submit a Request for Exam Accommodation

- Request a change in Exam administration for examinees with special needs.



Examinee Information Needed to Submit a Request for Exam Accommodation

- Requests for Exam Accommodations must be submitted by the Class Sponsor or Instructor/Proctor, on behalf of the examinee, at least 10 business days prior to the Exam date.
- Examinee name, Social Security number (if available), telephone/email address and description of disability that qualifies for an accommodation.
- Description and documentation of disability and type of accommodation requested.



Instructor/Proctor Information Needed to Submit a Request for Exam Accommodation

- Proctor name, Proctor number, company name and address, date of Exam, telephone/email address.



How to Submit a Request for Exam Accommodation

- Go to www.ServSafe.com. Click on **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Exam Admin, Info and Forms."**
- Click on **"Exam Accommodation"** to download or print the *Request for Exam Accommodation Form* (or call Service Center at 800.765.2122, ext. 6703 to have the form faxed).
- 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/Proctor 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 the *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 Alcohol) and Class Number in the Subject Line.



Information to be Included with an Irregularity Report

- Instructor/Proctor, User Name and Password, Class Access Code, Examinee Name, Seat Registration Number, and a contact phone number for the Instructor.
- The specific reason for submitting the Irregularity Report. If it's related to a technical error with the Association Web site be sure to include the error message as it reads exactly 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.



Submitting an Appeal Request Form

When to Submit an Appeal Request Form

- Any candidate or examinee denied eligibility to sit for an Exam, who has failed an Exam, or whose certificate or Instructor/Proctor privilege has been revoked, may appeal a denial or revocation by submitting a written request to the Service Center within 30 calendar days of notification of the denial or revocation.



How the Appeal Process Works

- Upon receipt of the appeal, the Service Center forwards the request with all prior documentation (if any) to the Director of Service Center for review. The Director of Service Center will review and make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual submitting the appeal within ten days of rendering the decision.
- The decision of the Director of the Service Center concerning all appeals is final.



How to Submit an Appeal Request Form

- Go to www.ServSafe.com. Click on **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Exam Admin, Info and Forms."**
- Click on **"Appeal Request Form"** to download or print the *Appeal Request Form* (or call Service Center at 800.765.2122, ext. 6703 to have the form faxed).
- Complete the form then fax (866.665.9570 or 312.583.9853) or mail it to Service Center.



Examinee Instructions to take the ServSafe Alcohol® Primary Course & Exam

- Prior to taking the ServSafe Alcohol® Primary Exam review the State Regulations section on <https://www.ServSafe.com/Alcohol/regulatory/>
- If you are in Wisconsin or Michigan must contact your State Restaurant Association before taking a ServSafe Alcohol® Course or Exam.

To Purchase the ServSafe Alcohol Course/Exam

- Go to www.ServSafe.com.
- Under **“Access My Account”** enter your ID and Password.
- If you do not have a User ID and password, under **“Access My Account”** select **“New User? Register Here”** to create one.
- Click **“Access Online Course/Exam”** at the top of the page.
- Under **“Purchase Course/Exam”** select **“ServSafe Alcohol Online Training and Examination.”**
- Choose **“SSA Online Course and Advanced Proctored Exam”** or **“SSA Online Course and Primary Exam.”**
- Under **“Reason for Purchase,”** indicate whether you will be purchasing multiple courses for multiple learners, or purchasing a course for yourself.
- Once you have selected the quantity of exams, you will need to select **“Add to Shopping Cart.”**
- Select **“Go To Checkout.”** Type in payment information and select **“Go to Order Review.”**
- Select **“Place Order.”** You will receive an e-mail confirmation containing your seat registration number.



To Take an Online Course

- Go to www.ServSafe.com.
- Under **“Access My Account”** enter your User ID and Password.
- If you do not have a User ID and password, under **“Access My Account”** select **“New User? Register Here”** to create one.
- Click **“Access Online Course/Exam”** at the top of the page.
- Under **“Access Online Course,”** click on **“Primary or Advanced ServSafe Alcohol Online Course.”**
- Under **“Course Title,”** click **“ServSafe Alcohol Online Course.”**
- Read through the **“Legal Notice.”** To move forward, click on **“I accept.”**
- Under **“ServSafe Alcohol Online Course System Requirements,”** click on **“System Meets Requirements.”**
- Select the state where you will sell or serve alcohol.
- To start the course under **“Main Menu,”** select **“Using this Course.”**
- Once you have completed the ServSafe Alcohol Online Course, you will have an option to print your record of training.
- You may then select **“Take ServSafe Alcohol Exam”** to go straight to the exam.

(Continued on Next Page)



To Take an Online Exam

- Go to www.ServSafe.com.
- Under **"Access My Account"** enter your ID and Password.
- If you do not have a User ID and password, under **"Access My Account"** select **"New User? Register Here"** to create one.
- Click **"Access Online Course/Exam"** on the top of the page.
- Under **"Take Online Exam,"** select **"Primary or Advanced ServSafe Alcohol Online Exam."**
- On the **"Welcome Examinee"** page, complete the **"Practice Exam"** and read through the **"Exam Instructions."**
- Enter the seat registration number from your e-mail and check **"I Accept."**
- Verify or Update the **"Personal Information"** section.
- Select the state you are employed in from the drop down box to access the required state-specific quiz. If your state is not listed, select **"Other,"** and click **"Continue."** The Proctor enters the class access code and clicks **"Start Exam"** to begin the Advanced Exam (the state-specific Exam must be passed before taking the Advanced Exam).
- When course and Exam are complete click **"Finish."** Pass/Fail results are given immediately.
- Online Exam administration is now complete and results/Certificates will be mailed out within one business day.



ServSafe Alcohol® Online Exam Creation and Administration

- Instructors in Wisconsin or Michigan must contact their State Restaurant Association before conducting a ServSafe Alcohol® course or Exam.

To Create a Class

- Go to www.ServSafe.com. Click on **“Instructor Resource Center.”** Under **“Administer Classes and Exams,”** click **“Create an Online Class.”** Enter your User ID and Password, click **“Login.”**
- Click **“Create Class”** next to **“08-ServSafe Alcohol® Course and Advanced Exam.”**
- Select **“Web.”** Click **“I accept.”**
- Complete all fields with an asterisk under the **“Request Form for Online Exams.”** If your organization does not appear under the **“Select One”** drop down box option, you must search for your company by clicking on the [Organization](#) hyperlink. If your organization is not listed, please contact the Service Center.
- Once all fields are completed, click **“Save.”**
- You will be provided both a Class Number and Class Access Code. Print this screen or document these numbers for access to the Exam. You will receive this information via email if a valid email address is on file.



Exam Location Requirements

- Ensure a computer with Internet access, mouse and keyboard is available for every examinee.
- Review the *ServSafe Alcohol® Exam Administration Handbook*, to ensure Exam location standards are being met.
- Identify each examinee accurately and observe examinee behavior during Exam administration to prevent cheating.



To Begin an Online Exam

- Go to www.ServSafe.com.
- Under **“Access My Account”** enter your ID and Password.
- If you do not have a User ID and password, under **“Access My Account”** select **“New User? Register Here”** to create one.
- Click **“Access Online Course/Exam”** on the top of the page.
- Under **“Take Online Exam,”** select **“Primary or Advanced ServSafe Alcohol Online Exam.”**
- On the **“Welcome Examinee”** page, have the examinee(s) complete the **“Practice Exam”** and read through the **“Exam Instructions.”**
- Enter the seat registration number from your e-mail and have the examinee(s) check **“I Accept.”**
- Verify or Update the **“Personal Information”** section.
- Select the state the examinee(s) is employed in from the drop down box to access the required state-specific quiz. If your state is not listed, select **“Other,”** and click **“Continue.”** The Proctor enters the class access code and clicks **“Start Exam”** to begin the Advanced Exam (the state-specific Exam must be passed before taking the Advanced Exam).
- When Exam is complete, Proctor enters the Class Access Code and clicks **“Finish.”** Pass/Fail results are given immediately.
- Online Exam administration is now complete and results/Certificates will be mailed out within one business day.

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To Officially Complete Exam

- To complete the Online Exam process, the Proctor must click **“Instructor Resource Center.”** Under **“Administer Classes and Exams,”** click **“Monitor and Grade Online Exams.”** Enter User ID and Password and click **“Login.”**
- Scroll to the bottom of the page. Select **“In-progress (Online)”** from the drop down box next to **“Status.”**
- Find the appropriate Class and click **“View Progress.”** Scroll down to the bottom of the page and select **“Grade Class.”**
- To view examinees percent scores, scroll down to find the appropriate class and click **“Score Analysis.”**
- If anything unusual occurs during Exam administration, including technical difficulty, send an *Irregularity Report* to servicecenter@restaurant.org.
- Online Exam administration is now complete and results/Certificates will be mailed out within one business day.



Instructor/Proctor Instructions to View Exam Scores Online

Information Needed to Review Exam Scores Online

- User ID and Password. (If you do not have a User ID and Password, please submit an email to servicecenter@restaurant.org with your name, Instructor/Proctor number, title, organization, address, phone/fax number and email address to have one created.)
- Results are typically available online within 10 business days of the Exam date.



How to Obtain Exam Results Online

- Go to www.ServSafe.com. Click on **“Instructor Resource Center.”**
- Under **“Administer Classes and Exams,”** click **“Scores/Results.”**
- Enter your User ID and Password. Click **“Login.”**
- Click the drop down box and select **“All”** if given the option under drop down box reading **Select Organization.**
- Select the preferred method for searching score results by clicking on the appropriate hyperlink.



Search by Class Number

- Type Class Number.
Click on **“Submit.”**

Search by Date Range

- Enter the appropriate date range.
Click on **“Submit.”**
- Click on **Program Name** for the course.

Search by Examinee SS#

- Enter the SS# or the examinees Last and First name. Click on **“Submit.”**
- Click on **“Program Name”** for the course.

Instructor Curriculum Report

- Bottom of the screen shows total number of examinees, total number of examinees passed, total number of examinees failed, average class point score, and average class percent score for each class. All information can be downloaded into a Microsoft® Excel® file.
- Click on **“Domain Scores”** at the bottom of the screen to view overall score breakdown by domain for all classes listed.
- Click on **“Domain Scores”** to the right to view overall score breakdown by domain for a single class.
- Click on **“Class Number”** to the left to access *Class Score Analysis Detail Report* for a single class.

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Class Score Analysis Detail

- Screen shows all examinees overall point and percent scores from selected class. All information can be downloaded into a Microsoft® Excel® file.
- Click the corresponding number below the last examinee name if all examinees do not appear on the initial screen.
- Click on **“Student Details”** button across from examinee name to access *Examinee Score Analysis Detail Report* for detailed information about an individual examinee.



Examinee Score Analysis Report Detail

- Screen shows class information, the examinees’ actual percent score, and examinee strengths/weaknesses by presenting the overall percent breakdown by Exam domain.



Certificates/Results

- Certificates/results are sent to the address on the *Exam Information Form* within one business day of being posted to the Web site.



Examinee Instructions to View Exam Scores Online

Information Needed to Review Exam Scores Online

- Results are typically available within 10 business days of the Exam date.
- Availability of results online is dependent upon information provided on Answer Sheet.
- Class Number (obtained from course Instructor/Proctor only.) Class Number: _____
- If you do not have a class number, or cannot obtain your results from the site you will need to contact your Instructor/Proctor to obtain the class number and/or your score.
- The Association is not authorized to release Exam score/result information or class numbers directly to examinees.



How to Obtain Exam Results Online

- Go to www.ServSafe.com. Click on **“Check Exam Results”** at the top of the screen.
- Enter your User ID and Password, click **“Login.”**
- If you have not previously logged in to the site, click **“Create New Profile.”** Provide the required information, including the Class Number, and click **“Save”** to see if results are available (complete the questions and click **“Next”** to access My Exams).
- If results are not available please contact the Instructor/Proctor or Sponsor Organization of the Exam.



My Exams

- This report provides your Class Number, Course Name, Exam Date, Percent Score, Pass/Fail Status and Class Tracking.
- Click on the Class Number hyperlink that appears with your Course name to access your score via *Examinee Score Analysis Report — Detail*.
- Click **“Class Tracking Report”** to view when Certificates/results were sent to the Instructor/Sponsor of your course.



Examinee Score Analysis Detail Report

- Screen will show class information, your actual percent score and examinee strengths/weaknesses by presenting the overall percent breakdown by Exam domain.
- Click **“Click Here”** to obtain the form to purchase a duplicate Certificate (please note your original Certificate is sent to you from the Instructor/Sponsor of your course).
- Click **“Class Tracking Report”** to view when Certificates/results were sent to the Instructor/Sponsor of your course.



Certificates/Results

- Certificates/results are mailed to the Instructor/Sponsor of your course within one business day of being posted to the site.



Creating a New Profile for the ServSafe Alcohol® Online Exam

Taking the ServSafe Alcohol® Online Exam

- Go to www.ServSafe.com.
- Click **“Access Online Course/Exam”** at the top of the page (Instructor/Proctor should not be logged in on the examinees computer at this time).
- Under **“Take Online Exam”** select **“Click Here.”**

User Login

- If you already have a User ID and password, please skip the following instructions and go directly to **“Take Online Exam.”**
- To create a user ID and Password under **“New User,”** click **“Create New Profile.”** Asterisk (*) indicates that the field is required information.
- Once you have completed all required fields, click **“Save”** at the bottom of the page. Answer the questions under **“Complete Profile”** and click **“Next.”**
- If you would like to answer a few short questions click **“Yes, I’m Ready Now.”** If you would like to move on to the Exam, click **“No Thanks, Not Now.”**

Take Online Exam

- Under **“Already Purchased,”** click **“Click Here”** next to the appropriate Online Exam that will be given (Alcohol).
- Under **“Welcome Examinee,”** have examinee(s) complete Step 1—Review the Exam Instructions, and Step 2—Complete Practice Exam.
- Have the examinee(s) select the **“I Accept”** box. Enter seat registration number. Click **“Continue.”**
- Under **“Examinee Information”** have the examinees update their information. (Please note, updating the gender field is required).
- The Instructor/Proctor will enter the **“Class Access Code”** and click **“Start Exam.”**
- When the examinee completes the Exam, the Proctor enters the Class Access Code, then selects **“Finish.”** Pass/Fail results are given immediately.

To View the Scores Online

- Once the Proctor grades the Exam, you may go to www.ServSafe.com to review your results.
- At the top of the page, click **“Check Exam Results.”**
- Enter your User ID and Password and click **“Login.”**
- Under **“My Exams,”** select the **“Class Number”** for the scores you would like to view.



Obtaining and Administering the ServSafe Alcohol® Advanced or Primary Print-Based Exams

- To administer the paper and pencil ServSafe Alcohol® Advanced or Primary Exams 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 Advanced or Primary Exams

- Your User Name and Password
- Exam Information Form*
- Review Answer Sheet Form*
- ServSafe Alcohol Advanced or Primary Exams
- Fundamentals of Responsible Alcohol Service* textbook with *Answer Sheet*



To Obtain the Advanced and Primary Exam and Administration Materials

- Go to www.ServSafe.com. Click on **“Instructor Resources”** located under the Training menu. Click on **“Exam Admin, Info and Forms”** located in the Administer Classes and Exams box.
- 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 Advanced or Primary Exams 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. The Association 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 Sheet* 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 the Association.
- 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
Service Center
175 W Jackson Blvd. Suite 1500
Chicago IL, 60604-2814
- Return package by utilizing an in-route traceable method to the Association's Service Center within **two business days** of the Exam date.



Results

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