

**ServSafe Food Protection  
Manager Certification  
Proctor Checklist: Online Exam Administration**



**Before the Exam Date:**

- Read, understand, and keep a copy of the ServSafe Exam Administration Handbook
- Confirm that the physical exam facility meets the requirements provided by the National Restaurant Association
- Schedule the Exam Session
- Order Exam Access Codes, or confirm that examinees will have them when they attend the Exam
- Create a seating chart and an Examinee Exit/Entry log

**Day of the Exam:**

- Check and collect each Examinee's ID upon arrival to the Exam location
- Have Proctor Access Code (and Exam Access Code, if applicable) available
- Notify examinees that pass/fail results will be available immediately. Official scores will be available within one business day.
- Notify examinees that they have only two hours to complete the examination (unless an accommodation has been submitted and approved)
- Instruct examinees how to access the Online Exam:
  - Create a user ID and password (Login)
  - Read through and accept the *Test Use Agreement*
  - Read Step 1, review Exam instructions
  - Complete the practice exam
- Verify that the examinee's name appears and not the proctor's name and that the examinee was logged in before entering the Proctor Access Code and starting the exam
- Read out loud to examinees the *Read Before Exam* script provided in the exam session email confirmation.

**After Exam Administration:**

- Enter the Proctor Access Code for each examinee as soon as he or she completes the exam
- Return photo IDs to Examinees
- After the last examinee finishes, log into Servsafe.com and grade the online exam.
  - Results for examinees will be available immediately
  - Certificates will also be available for printing at this time.
- Send any exam irregularities, technical issues or otherwise, to [Servicecenter@restaurant.org](mailto:Servicecenter@restaurant.org)**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Exam Session Number: \_\_\_\_\_  
Phone: 800.765.2122 ext. 6703 Email: [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org)



## Read Before Exam Script and Instructions for the ServSafe Food Protection Manager Certification Examination -Online version

On behalf of the National Restaurant Association, I would like to welcome you to the *ServSafe Food Protection Manager Certification Examination*.

At this time, all of your IDs have been collected and will be kept secure for the duration of the Exam. Your IDs will be returned to each of you when you complete the exam.

Your desk and surrounding area should be clear of all personal belongings, including cell phones, scratch paper, notes, and books. Only your computer monitor, keyboard, and mouse may be used for the duration of the Exam.

If you need to use the restroom while taking the exam, please raise your hand. Only one person is allowed to leave the room at a time, so please return as quickly as possible. You are not allowed to take any personal belongings with you when you leave the room.

I will be your proctor for this exam session. I will administer and observe this exam session according to the National Restaurant Association's rules. I will monitor the administration of the exam at all times. I am not allowed to answer any questions during this exam, and that includes rephrasing and/or interpreting exam questions. I will also report any form of cheating and cooperate with any security-related inquiries.

You are prohibited from talking and referring to any books or notes while taking the exam. Keep your eyes on your own computer at all times. Please be aware that any behavior that can be construed as cheating is grounds for dismissal from the Exam. **Any indication of cheating can lead to severe penalties, including but not limited to, revocation of your certificate without refund and refusal for future testing.**

Please note that this Exam is the copyrighted property of the National Restaurant Association and no one is authorized to disclose or discuss Exam questions in any way without the explicit written consent of the National Restaurant Association Solutions. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

You may skip over questions that you wish to come back to later, however all Exam questions should be answered, as there is no penalty for guessing if you are not certain of an answer. You will have the opportunity to review all items and go back to answer any that you may have skipped before the Exam is submitted.

You have two hours to complete this Exam. If you have not completed the Exam within the two hour timeframe, your online testing session will be closed regardless of your progress, unless you have been granted an *Exam Accommodation*.

Does anyone have any questions?

If there are no questions at this time, you may now begin your Exam. Good luck!

**Please close this window to return to the *Welcome Examinee* screen and follow the instructions as dictated on that screen. Please be sure to have all examinees agree to the *Examinee Test Use Agreement* prior to beginning the exam.**