



ServSafe® Food Protection Manager Certification Examination Examinee Handbook

This Handbook will guide you through taking the ServSafe® Food Protection Manager Certification Examination and will help you understand your responsibilities as an examinee.

National Restaurant Association Solutions (NRA Solutions) ServSafe Food Protection Certification program provides high-quality food safety examination materials for the restaurant and foodservice industry. The ServSafe program is recognized and accepted by more federal, state and local jurisdictions than any other food safety program.

NRA Solutions has awarded more than three million ServSafe Food Protection Manager Certifications.

The ServSafe Examination is secure, copyrighted, and developed independently of ServSafe training materials.

Benefits of the ServSafe Food Protection Manager Certification

Obtaining this certification will be of value to you in several ways.

- Validates your professional credibility.
- National accreditation as a food protection manager offers you acceptance in all 50 states for regulatory requirements up to 16 hours.
- Authenticates that you understand the tasks that employees, managers and food safety professionals need to know to keep food safe in their establishment.
- Your food safety knowledge can be shared with your entire operation.

It is highly recommended that you read this entire Handbook prior to taking the Examination. The information it contains will walk you through the entire Examination process and provide a quick reference to questions you may have.



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Before the ServSafe® Examination

Examinee Rights and Responsibilities

By complying with and enforcing these rights and responsibilities, you, the examinee, help maintain the integrity of the ServSafe Certification Program and the value of your certification.

Rights

- Respectful and fair treatment regardless of race, religion, age, disability, gender, sexual orientation, or any other personal characteristics or beliefs.
- Advance knowledge of accommodations available if you have difficulty comprehending the language of the test.
- A comfortable examination location, complete with adequate lighting, writing surfaces, seating, heating/cooling, and ventilation, that is ADA compliant.
- Trained individuals who follow a professional code of ethics for administering the examination.
- Confidentiality of examination scores to the extent allowed by law.

Responsibilities

- Know and accept the consequences of taking or not taking the Examination, or not fully completing the Examination.
- Follow all examination instructions and represent yourself honestly during the testing.
- Treat others with courtesy and respect during the examination process.
- Be familiar with and accept the consequences of your actions should you be caught cheating or acting in an otherwise unethical manner during the examination process.
- Assist with any NRA Solutions inquiries regarding your class and/or examination experience.
- Tell your Instructor or Proctor if you have difficulty understanding the language of your Examination.
- Report any unethical or inappropriate actions to the NRA Solutions Exam Security department toll-free at 888.291.6462 or by email at certification@restaurant.org.
- Know when and where the Examination will be given, pay for the Examination if required, appear on time with any required materials, and be prepared for the Examination.
- Inform your Instructor, Proctor, NRA Solutions or the organization responsible for administering your Examination, if you believe that examination conditions affected your score.

Note: Local regulatory laws supersede these rights and responsibilities.

Fees

Before you sign up for the Examination, check with your Instructor, Proctor, the organization administering the Examination, or your employer to discuss any fees.

Materials

Before you sign up for the Examination, check with your Instructor, Proctor, the organization administering the Examination, or your employer to determine what materials you need.



NRA Solutions recommends the following examination preparation materials.

- For Classroom Study
Read and study the *ServSafe® Essentials* textbook or the *ServSafe® Coursebook*.
- For Online Study
Complete the ServSafe Manager Training Online Course.

If you are instructed to purchase your own ServSafe® materials, call NRA Solutions Customer Service department at 800.765.2122 ext.701, visit www.ServSafe.com, email customerservice@restaurant.org, or contact your State Restaurant Association.

You are responsible for bringing these materials to your examination location.

- Photo ID with signature—*driver's license, state ID, student ID, military ID, employee ID, green card, or valid passport*. You cannot use a photocopy. You cannot take the Examination without a valid photo ID.
- A few #2 lead pencils that have been sharpened.
- Bilingual dictionary—only if English is not your native language. No pieces of paper or writing should be in the dictionary. The Proctor will check the book to make sure. Electronic dictionaries are not allowed.

Do not bring food or drink into the testing location.

Examination Accommodations: Identifying Examinees with Special Needs

Examinees should notify the Proctor at least 10 business days prior to the examination date, allowing the Proctor enough time to obtain approval from NRA Solutions and to prepare for the accommodation. If, at the time of the Examination, an examinee requests an accommodation that has not been pre-approved by NRA Solutions, the examinee can either postpone the Examination to another date OR take the Examination without the requested accommodation. *Below are just some examples of accommodations and is not intended to be all inclusive.*

■ Examinees with Disabilities

NRA Solutions 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 Proctor in administering the Examination. 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 examination 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 Examination in English are permitted to use a bilingual English native language dictionary (e.g., English-Spanish) while completing the Examination. Report the use of a dictionary in the “Irregularities” section of the *Examination Information Form* for Print-Based Examinations or on an Irregularity Report for Online Examinations, and inspect the dictionary when the examinee checks in. English-language dictionaries are not allowed.

■ **Literary Deficiencies**

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

Pre-Work

- Read the *ServSafe® Essentials* textbook or the *ServSafe® Coursebook* before you get to class. Take notes while you read.
- Work through all the activities and study questions. Check your answers to see which areas you have difficulty with. Make notes so you can pay extra attention to those areas during class.

When You Arrive

- Present your photo ID with signature to the Examination Proctor. You cannot use a photocopy. You cannot take the Examination without a valid photo ID.
- Your Proctor will retain your ID during the examination.
- Sign in on the Examinee Entry/Exit Log. Any time you leave the room during the examination, including restroom breaks, you must sign this log.
- Store personal items, such as cell phones, cameras, pagers, calculators, PDAs, computers, and bags/purses away from your examination seat.
- Due to Examination Security requirements, you will be assigned a seat.
- Read the *Examinee Test Use Agreement*. A copy of this agreement is provided in **Appendix A**.
- Wait for permission from the Proctor to start the Examination. Starting the Examination without permission from the Proctor will result in disqualifying you from completing the Examination and removal from the examination room.



During the ServSafe® Examination

ServSafe® Examination Overview

- Follow all of the Proctor's instructions.
- The ServSafe® Examination has 90 multiple-choice questions. **Answer all 90 questions.**
- A passing score is 75 percent or better.
- All Examinations and examination materials should be returned to the Proctor after two hours from the start of the Examination.
 - You may be allowed more time, if necessary, at your Proctor's discretion.
 - The average length of time to finish is between 1½ hours.
 - You can skip questions and go back to answer them later.
 - You do not have to answer questions in order.
- Never leave a question blank. Blank answers are scored as wrong.
- Do not talk with other examinees. If you do, your Examination and the other examinee(s) may be taken away. You will need to take the examination again at another time.
- An examinee who needs to leave during the examination will not be allowed to return and a retest will need to be scheduled for another time. You may submit an *Appeal Request Form* to determine if you will be eligible for a refund, through NRA Solutions, for the *Examination Answer Sheet* or Seat Registration Number.
 - **Print Based** The Proctor will collect the examinee's examination materials; return their ID and personal belongings.
 - **Online** The examinee will close the browser, the Proctor will return their ID and personal belongings.
- Only one examinee at a time may go to the restroom during the examination. You are not allowed to access any of your personal effects during the break. The Proctor will keep track of how long the examinee is gone; if they are gone for an extended period of time, it will be recorded as an irregularity.
 - **Print Based** The Proctor will collect the examination material before the examinee leaves and will return the same materials upon the examinee's return.
 - **Online** Examinees should close the browser before leaving the room. Upon return, the Proctor will take them back to the "Welcome Examinee" screen and have the examinee re-enter their Seat Registration Number. The Proctor 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.

Print-Based *Examination Answer Sheet*

- Return your *Answer Sheet* and your sealed Examination Booklet to the Proctor.
- Make sure your name and email address (if available) is on your *Examination Answer Sheet*. If you provide your email address, NRA Solutions will send you an email notifying you that your score is ready to be viewed online at www.ServSafe.com.

Print-Based Examination

For this examination, you will use two documents:

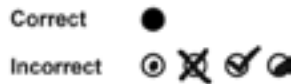
1. *Examination Answer Sheet*
2. *Examination Booklet*—the Proctor will give you one



Examination Answer Sheet

The ServSafe® *Examination Answer Sheet* is a circle answer sheet. You will give your answers by filling in circles using a #2 lead pencil.

Darken each circle completely. If you decide to change an answer, erase the original answer completely. Incomplete erasing, stray marks, or multiple responses on the Examination Answer Sheet could result in incorrect scoring.



The circle is always to the right of its letter. You must completely fill in the circle that corresponds with your answer. An example has been provided for you below.

Please completely fill in the bubble which corresponds with your answer.

1 A ☒ B ☐ C ☐ D ☐	19 A ☐ B ☐ C ☐ D ☐	37 A ☐ B ☐ C ☐ D ☐
2 A ☐ B ☐ C ☐ D ☐	20 A ☐ B ☐ C ☐ D ☐	38 A ☐ B ☐ C ☐ D ☐
3 A ☐ B ☐ C ☐ D ☐	21 A ☐ B ☐ C ☐ D ☐	39 A ☐ B ☐ C ☐ D ☐
4 A ☐ B ☐ C ☐ D ☐	22 A ☐ B ☐ C ☐ D ☐	40 A ☐ B ☐ C ☐ D ☐

Examination Booklet

Your ServSafe® *Examination Booklet* will be sealed when you receive it. Before you break the seal and open the Booklet, you must read and accept the *Examinee Test Use Agreement* on the cover. If you do not want to accept the agreement (and not take the Examination), then you must return the Booklet to your Proctor, unopened.

You can read the *Examinee Test Use Agreement* in **Appendix A** of this Handbook.

Sample Questions

Here are some sample questions similar in style and in format to what you might see in your *Examination Booklet*.

1. What should be designed into a foodservice operation's plumbing system to prevent backflow?
 - A. Cross-connection
 - B. Floor drain relief
 - C. Faucet hose
 - D. Air gap

Please completely fill in the bubble which corresponds with your answer.

1 A ☐ B ☐ C ☐ D ☐	19 A ☐ B ☐ C ☐ D ☐	37 A ☐ B ☐ C ☐ D ☐
2 A ☐ B ☐ C ☐ D ☐	20 A ☐ B ☐ C ☐ D ☐	38 A ☐ B ☐ C ☐ D ☐
3 A ☐ B ☐ C ☐ D ☐	21 A ☐ B ☐ C ☐ D ☐	39 A ☐ B ☐ C ☐ D ☐

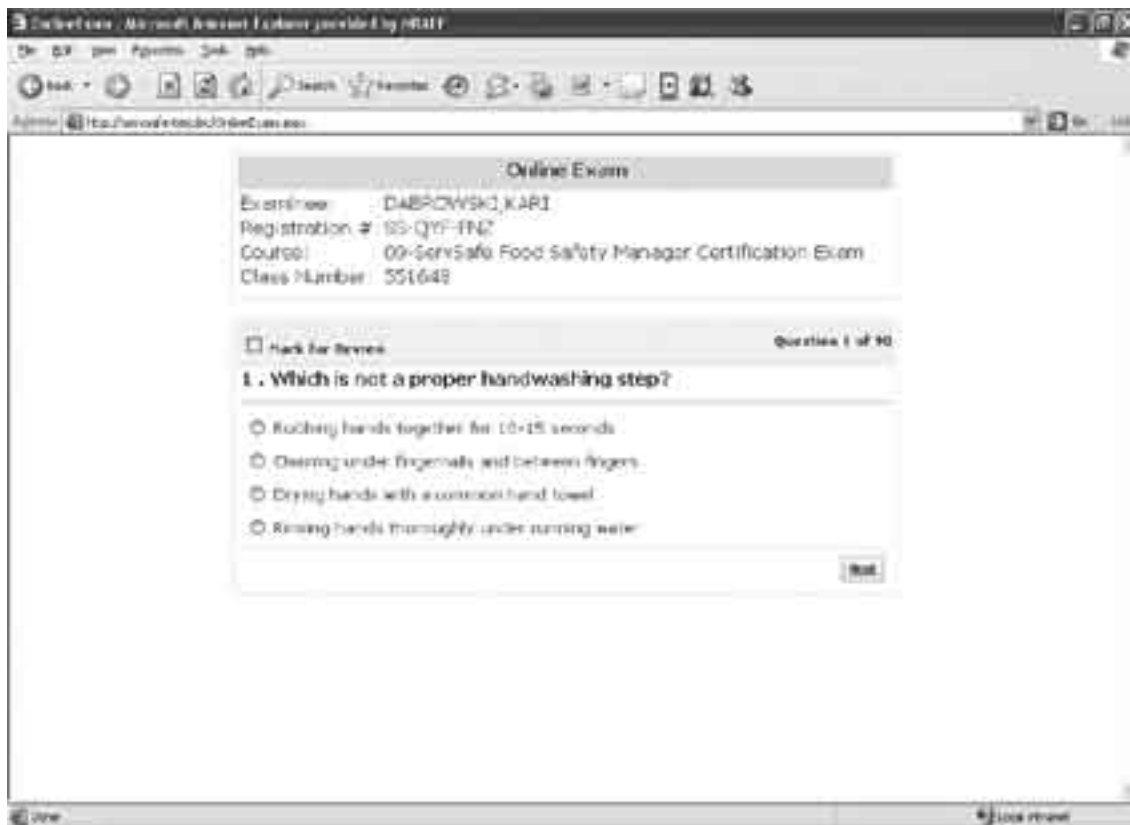


2. Hepatitis A virus is most frequently introduced into food by
 - A. foodhandlers who do not practice good personal hygiene.
 - B. cross-contamination by raw poultry products that are left at room temperature.
 - C. time-temperature abuse.
 - D. dirt that accidentally gets into the food.
3. Which is a reason to reject a delivery of fresh chicken breasts?
 - A. The presence of a USDA Inspection Stamp
 - B. The poultry is free of odors
 - C. The texture springs back to the touch
 - D. The temperature of the chicken is 55°F (13°C)

Answers: 1 = D; 2 = A; 3 = D.

Online Examination

If you are taking the Online Examination, you will not need a printed *Examination Answer Sheet* or an *Examination Booklet*. But, you will need a *Seat Registration Number* (you may purchase this yourself or this may be provided by your employer, Instructor or Proctor). Examination questions will appear on the computer screen, one at a time. Provide your answers by clicking your computer mouse on the circle next to the answer. Here is how a question will appear.





After the ServSafe® Examination

- Sign out of the examination and get your photo ID back.
- Write down your Examination Class Number and your Proctor's contact information.
- If you provided your email address, NRA Solutions will send you an email notifying you that your score is ready to be viewed online at www.ServSafe.com. You will also need your Examination Class Number to view your score.

About ServSafe Examination Scoring and Certification

Scores

Your score will be available on www.ServSafe.com in three to four business days after NRA Solutions receives your *Answer Sheet* from your Proctor. This process typically takes about 10 days, but can be longer or shorter depending on how quickly the Proctor submits your *Answer Sheet* for scoring.

Please note, due to Examination Security Requirements your examination results cannot be provided over the phone or sent through e-mail.

Access your score three ways.

1. Register or sign in on www.ServSafe.com. You will need your ServSafe® Examination Class Number.
2. Contact your Proctor.
 - One business day after scores are posted on www.ServSafe.com, score reports and Certificates will be sent directly to your Instructor or Proctor, the class sponsor, or your employer, depending on who administered the examination.
3. To receive your score if you do not have your class number and cannot contact your Instructor or Proctor, you must send NRA Solutions a Certificate and *Score Release Request Form*.
 - Visit www.ServSafe.com, click on "For Students/Examinees," and then click "Order Duplicate Certificates" to download the form.
 - Alternately, you can call NRA Solutions's Fax on Demand and request document #210 to have the form faxed.
 - Complete the form and then fax or mail it to the Exam Administration Department. If you fax the form, please call the Exam Administration Department to confirm receipt.
 - *Score Release Request Forms* are processed free of charge. They typically take five business days, and the information is returned via fax to the number provided by you on the form.

Scoring Errors

If you believe NRA Solutions made an error in the score of your Examination, your Proctor must submit a *Research Request Form*.

This form must be sent to NRA Solutions by your Proctor within 30 days of when you first received your score.

Requests are processed within five business days of receipt. Your Proctor will be contacted directly about the results.



Retesting

If you fail your first Examination, you can retake the Examination whenever you are ready to do so. However, if you fail a second time, you must wait 60 days from your first examination date before you can take the Examination a third time.

Certificate Errors

If you believe NRA Solutions made an error in the information on your Certificate, you must submit a *Research Request Form*.

Research Request Forms must be sent to NRA Solutions within 30 days of when you first received your score. You must also have the name of your Proctor, your examination date, and your Examination Class Number (your Proctor should provide this).

To download the *Research Request Form*, visit www.ServSafe.com, click on "Instructor Resource Center," then click "Administer Classes and Exams," and then click "Exam Admin, Info and Documents" to download the form. Alternately, you can call NRA Solutions's Fax on Demand and request document #230 to have the form faxed. Complete the form and then fax or mail it to the Exam Administration Department. If you fax the form, please call the Exam Administration Department to confirm receipt.

Requests are processed within five business days of receipt. Whoever made the request will be contacted directly about the results.

Renewing Your Certification

Check with your local regulations for recertification requirements.

Meeting Regulatory Requirements

While the ServSafe® Food Protection Manager Certification is nationally accredited, some local laws require training time in addition to passing an examination. If you need to be certified or recertified, or you have moved and do not know what may be required of you, check with your local regulatory authority.

Certificate Revocation or Denial

NRA Solutions reserves the right to revoke or deny any certification based on security violations. Anything that compromises the validity, reliability, security, or integrity of the ServSafe® Examination Program can result in revocation or denial to award a Certificate.



Appeals

Any examinee who is denied eligibility to sit for the Examination, is denied accommodation, failed the Examination, had the Examination terminated due to cheating, has had a Certificate revoked, or believes there is an error with a question in the Examination, can appeal the decision. You must submit a written request to NRA Solutions Exam Administration Department within 30 calendar days of notification of the revocation or denial.

To submit an appeal, visit www.ServSafe.com, click "Instructor Resource Center," click "Administer Classes and Exams," and then click "Exam Admin, Info and Documents." Download the "*Appeal Request Form*." Alternately, you can call NRA Solutions Fax on Demand and request document #285 to have the form faxed. Complete the form and then fax or mail it to the Exam Administration Department. If you fax the form, please call the Exam Administration Department to confirm receipt.

Once the Exam Administration Department receives your request, it will be reviewed along with any other documentation related to the appeal by the director of the department. A final decision on the appeal will be made within 30 days of receiving your request. The final decision will be sent in writing within 10 days after that, via traceable mail, to whoever submitted the appeal.

Duplicate or Replacement Certificates

A replacement Certificate can be issued for \$20.00. Standard processing time is seven business days. The Certificate is sent UPS ground. NRA Solutions cannot ship to P.O. Boxes or APO/AE addresses. A signature is required for delivery. Rush delivery—within seven business days—is available for an additional \$15.00.

To order a duplicate or replacement Certificate, visit www.ServSafe.com, click on "For Students/Examinees," and then click "Order Duplicate Certificates" to download the form. Alternately, you can call NRA Solutions Fax on Demand and request document #210 to have the form faxed. Complete the form and then fax or mail it with payment to the Exam Administration Department. If you fax the form, please call the Exam Administration Department to confirm receipt.

Note: *ServSafe® Food Safety Certificates that are more than five years old cannot be reissued.*



NRA Solutions Contact Information

If you have any questions related to NRA Solutions Examination, contact NRA Solutions having your name, your ServSafe® Examination Class Number available.

You can contact NRA Solutions Exam Administration Department by any of the methods below.

Standard business hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. (CST).

National Restaurant Association Solutions

Attn: Exam Administration Dept.

175 West Jackson Blvd., Suite 1500

Chicago, IL 60604-2814

NOTE: Due to Examination Security requirements your Examination results cannot be provided over the phone or sent through e-mail.

Exam Administration Department

Phone 800.765.2122, ext. 703

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

Fax-on-Demand Hotline 800.246.0184. Forms faxed to you 24 hours a day, seven days a week

Web site www.ServSafe.com

E-mail certification@restaurant.org

To report cheating or irregularities contact:

Exam Security Department

Hotline: 888.291.6462

Email: certification@restaurant.org, include "Exam Security" in the subject line.

Your Contact Information

To update your personal information, visit www.ServSafe.com, click on "Access My Account." Select the "Update Profile" link to update your information or the "Password" link to change your password.



About the National Restaurant Association

The National Restaurant Association, founded in 1919, is the leading business association for the restaurant industry, which is comprised of 945,000 restaurant and foodservice outlets and a workforce of 13.1 million employees — making it the cornerstone of the economy, career opportunities, and community involvement. Along with the National Restaurant Association Educational Foundation, the Association works to represent, educate and promote the rapidly growing industry. For more information, visit our Web site at www.restaurant.org.

About the ServSafe® Food Protection Manager Certification Examination

This ServSafe Examination is secure, copyrighted, and developed independently of ServSafe training materials. It adheres to all valid test development criteria. Examination questions are rotated on a scheduled basis to reflect the most updated food safety information. Although the questions will vary from Examination to Examination, they provide a fair assessment of examinees' knowledge.

Examination questions are developed using a systematic process of pilot questions to check their accuracy, relevance, technical quality, and readability. A secure, standardized examination administration assures the highest degree of integrity for the entire testing process and allows you to perform to the best of your ability on the Examination.

ServSafe Certification is valid for five years. However, check with your state or local laws and employer's standards to determine your re-certification requirements.

You can also check for regulatory requirements for certification in your area by visiting the "State Regulations" section of www.ServSafe.com.



Appendix A

EXAMINEE TEST USE AGREEMENT:

I, THE EXAMINEE, HEREBY CERTIFY THAT I HAVE READ, UNDERSTAND AND AGREE TO ALL OF THE BELOW TERMS, CONDITIONS, AND OTHER PROVISIONS STATED, AND BY BREAKING THE SEAL AND OPENING THIS EXAMINATION BOOKLET, I AM INDICATING MY AGREEMENT TO THE BELOW TERMS AND CONDITIONS:

The contents of this ServSafe® Food Protection Manager Certification Examination (“Examination”) and this Examination Booklet are the property of National Restaurant Association Solutions (“NRA Solutions”), and are protected by copyright law, trade secret law and international agreements.

You are expressly prohibited from copying, recording, downloading, disclosing, publishing, reproducing, or transmitting this Examination, in any form or by any means, for any purpose, without the prior express written permission of NRA Solutions.

Cheating is prohibited. Cheating is defined as an examinee having an unfair advantage over other examinees such as:

- Prior knowledge of test contents
- Use of recorded notes or unauthorized aids
- Viewing or copying other examinees’ answers
- Planning or consulting with other persons regarding the examination by any means

Examination results are statistically monitored for evidence of cheating. Any such evidence may result in, but is not limited to, at the discretion of NRA Solutions: an investigation, declining to score or to cancel the Examination scoring, and denial and/or revocation of Certificate. You are requested to report any cheating or other improper behavior that may result in unfair advantage of any examinee over another.

Any irregularities or misconduct by an examinee may be grounds for examination suspension. Penalties for such misconduct can result in:

- Denial or revocation of Certificate without refund
- Refusal for future testing
- Civil or criminal action
- Other action NRA Solutions considers appropriate

Notification of any such action may be sent without notification to the examinee, to educational institutions, and to other third parties such as government and law enforcement agencies. By completing and submitting the *Examination Answer Sheet*, you authorize NRA Solutions or its designee to release score information to parties it reasonably deems appropriate, including you, the examinee, the Instructor/Proctor of the Examination, your employer, and all health/regulatory agencies.



You may indicate your DISAGREEMENT with the above terms and conditions by returning this Examination, with unbroken seal to the Proctor and you will be eligible to receive a refund through NRA Solutions. To receive a refund for this reason, you must write your Examination Class Number across the *Examination Answer Sheet*, have your Proctor sign it and then visit www.ServSafe.com for additional return information.



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DO NOT OPEN THIS EXAMINATION UNTIL YOU ARE TOLD TO DO SO BY YOUR PROCTOR