

RESTAURANT SUCCESS CENTER

FAQ: MANAGER SERVSAFE CERTIFICATION

GENERAL CLASS

Q: Is the test the same day as the class?

A: Yes, there is 4.5 hours of instruction, followed by a test.

Q: What do we do in the class?

A: There is a slide presentation with videos showing proper and improper food handling, practice test questions, and interactive questions.

Q: What do I get when I enroll?

A: You will receive an email containing a welcome letter with location, time, and instructions to make your day training with Restaurant Success Center the most pleasant, plus a Study Guide and a sample test with answers. People who review these materials prior to the class have better success rates.

Q: When do I get this email?

A: You will receive the email within 24 hours of enrolling. If you want to get a jumpstart on studying or lose the study guide and sample test, you can download them at our website: www.restaurantsuccesscenter.com/resources. They are under the food safety category.

Q: What ID is required?

A: state issued driver's license or ID, a passport, or military card.

ENROLLMENT:

Q: How do I enroll for a class?

A: Go to www.restaurantsuccesscenter.com/courses and chose the date and location. We accept credit cards, debit cards, and PayPal. If you do not have these forms of payment, you will need to email us at info@restaurantsuccesscenter.com to request check or cash payment. If you do not do this a space may not be reserved for you.

Q: What if I only need to take the test?

A: The fee would be \$79.00. You would report to the classroom at 2:30 pm for the test.

CANCELLATIONS:

Q: What if I have to cancel?

A: Your fees for the class are non-refundable. We know that illness or tragedy may occur at any time. For that reason, we allow students to cancel with a \$25 Cancellation Fee and re-enroll into another class within 60 days. Failure to attend the re-enrollment class will result in forfeiting all fees.

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TESTING:

Q: How long is the test?

A: You have up to 2 hours to take the test. Most people finish in 1.25 hours.

Q: What kind of test is it?

A: It is an 80 question multiple choice test. You must score 75% or miss 20 questions or less to pass.

Q: When do you get the results?

A: The tests are graded in Chicago so it takes 7-10 business days. You will be emailed that your test has been scored. Restaurant Success Center will send you your scores and certificate electronically the first day we receive them from ServSafe.

Q: How do I get my certificate?

A: If you pass, it will be emailed to you. If you do not have a printer, you could request a mailed copy.

Q: What if I need to get results sooner?

A: You can pay \$20.00 more and get instant results. You will need to bring a lap top to the test and have internet access.

Q: What is the failure rate?

A: We cannot guarantee that a student will pass. The failure rate for our organization has been around 15% of all students. Factors affecting results are language and reading skills, completion of pre-study work, and participation in the class.

Q: What if I do not pass?

A: We have guarantee that you can retake the class at no charge within 60 days of the first class, however you will have to pay the retesting fee of \$69.00.

LANGUAGE:

Q: Is the class available in Spanish?

A: As of this date, we are not providing Spanish ServSafe, however by December 2017 we will have a class in place.

Q: Can I get the test in Spanish?

A: Yes, tests can be taken in Spanish/English, Korean/English, Chinese/English, French Canadian/English, Japanese/English, and Large Print. Please enroll 2 weeks early so that these special tests can be ordered without extra shipping charges.

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Q: What if I need a translator?

A: You can bring an English to your language dictionary to the class for simple word translations. If a translator is needed for the whole test, you will need to contact the National Restaurant Association ServSafe to get written approval prior to the test. www.servsafe.com or call customer service at 800-765-2122.

DISABLED

Q: Is the classroom and test area wheelchair accessible?

A: Yes, all locations are wheelchair accessible.

Q: What if I need special accommodations?

A: Please contact ServSafe for approval. www.servsafe.com or call customer service at 800-765-2122.