**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. The test takes approximately 1.25 hours, but you have up to 2 hours to complete the exam.

**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. The test is at the end of the class.

**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. If you have not had Manager ServSafe in the past it is essential you review the study guide prior to class.

**Q: When do I get this email?**

A: You will receive the email within 24 hours of enrolling.

**Q: What ID is required?**

A: State issued driver’s license or ID, a passport, or military card.

**Q: How often can I take the test?**

A: You can take a retest within 30 days and no more than 3 times in a year. Please contact [www.servsafe.com](http://www.servsafe.com) directly to ensure that you are cleared to take the test.

**ENROLLMENT:**

**Q: How do I enroll for a class?**

A: Go to https://www.restaurantsuccesscenter.com/classes.html 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 make payment prior to class 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. If you cannot attend that day, you can have a test done on another day of your convenience. The fee will be $89 and the results will be immediate. Go here to pay on the test only webpage: <https://www.restaurantsuccesscenter.com/product-page/private-manager-servsafe-test>

Speak with Celeste directly to choose the date. Please email me at info@restaurantsuccesscenter.com or text 818-300-3098.

**Q: What if I want to have a class at my business location?**

A: Please call us directly to see how we can accommodate your request.

**Q: Are discounts available?**

A: We pride ourselves at having the lowest prices for live trainings. Discounts may be available for large groups and or dedicated large clients and will be evaluated on a case by case basis.

**Q: Do you do private one-on-one sessions?**

A: Class instruction and test with one private individual would be $275. The class location would be determined by the instructor.

**CANCELLATIONS:**

**Q: What if I have to cancel?**

We know that illness or tragedy may occur at any time. For that reason, we allow students to cancel with no charge if 7 days prior to event. One day prior to event will result in $20 Cancellation Fee and re-enroll into another class within 90 days. Failure to notify us prior to the class and not attending will result in forfeiting all fees. Contact us at info@restaurantsuccesscenter.com or text 818-300-3098

SUBSTITUTIONS: Substitiutions of attendees will be allowed with a $10 fee for processing as long as we are notified in advance. Contact us at info@restaurantsuccesscenter.com or text 818-300-3098.

**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 $10.00 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 90 days of the first class, however you will have to pay the retesting fee of $59.00.

**LANGUAGE:**

**Q: Is the class available in Spanish?**

A: As of this date, we are not providing Spanish ServSafe in a class room format, however you can take the class on-lie in the convenience of your home. You will need to come to a test center for the test. You can enroll here: <https://www.restaurantsuccesscenter.com/online-manager-food-safety>

**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. There are always several Spanish tests available at the regular session classrooms.

**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](http://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](http://www.servsafe.com) or call customer service at 800-765-2122.

**COMPLAINT PROCESS:**

**Q: What if I was not happy with the class and I want to make a complaint?**

A: We take all comments, positive and negative, very seriously. We are sorry if you have been disappointed with our service. Our goal is to have highly satisfied participants. Please call us at 818-300-3098 or email us at info@restaurantsuccesscenter.com. Our CEO, Celeste Young-Ramos will get back to you shortly.