

# ***Foundations of Restaurant Management & Culinary Arts Examination Administration Handbook***

## **About This Handbook**

The National Restaurant Association (the Association) prepared this handbook to help you properly administer Foundations of Restaurant Management & Culinary Arts (Foundations) Exams. Please read and review the information contained in this handbook prior to administering any Foundations Exams.

For your convenience, this handbook, along with the documents referenced within it, can be found at [www.ChooseRestaurants.org](http://www.ChooseRestaurants.org), under Programs & Scholarships, Educator Services, Help Documents, Educator Services.

Please be aware that Section I contains general information about the Foundations Exams, and Section II contains the step-by-step procedures involved in preparing and managing your exams.

---

## Table of Contents

<b>Section I—General Information</b> .....	4
National Restaurant Association Contact Information .....	4
About the Foundations Exams .....	4
Gaining Educator Access.....	4
Receiving Exams .....	5
Exam Security.....	5
Responsibilities for Foundations Educators .....	6
Security Violations.....	6
Examinee Preparation .....	7
Supplies .....	7
Exam Location Standards.....	7
Exam Accommodations and Irregularities .....	8
Foundations Exam Scoring.....	10
Score Reports.....	10
Retesting.....	10
<b>Section II—“How To” Documents</b> .....	11
About Section II .....	11
Obtaining a Foundations Educator Login .....	12
Editing Your School .....	13
Ordering and Receiving Answer Sheets and Other Materials.....	14
Scheduling a Print-Based Exam Session.....	15
Administering a Foundations Print-Based Exam (page 1 of 3) .....	16
Returning Exam Materials to the National Restaurant Association.....	19
Scheduling an Online Exam .....	20
Administering an Online Exam (page 1 of 2) .....	21

# Table of Contents

## Section II—continued

Speed Schedule Exams .....	23
Viewing Your Exam Session Results Online (page 1 of 2) .....	24
Submitting an Answer Sheet Review Form.....	26

## Section I—General Information

### National Restaurant Association Contact Information

If you have questions related to the administration of any National Restaurant Association exam, we can assist you prior to, on, or following your exam date. **Note:** When contacting the Association, please be sure to say you are calling about the Foundations Exams, and include your name and the name of the high school you work for.

You can contact the Association’s 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 (toll-free) or 312.715.1010, ext. 6703 (local)

**Fax:** 866.665.9570 (toll-free) or 312.583.9853 (local)

**Website:** [ChooseRestaurants.org](http://ChooseRestaurants.org) **Email:** [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org)

**Exam Security Department:** [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org)  
You must include “Exam Security” in the subject line.

**Exam Security Hotline:** 888.291.6462

### About the Foundations Exams

The Final Exams for Level 1 and Level 2 are in Master Exam format and available in pencil and paper format only, then depending on role/access, you will receive only one copy of each Master Exam, including an answer key. You may make as many copies of the Master Exam as needed to test your examinees. The answer key should be kept in a secure place at all times and can be used if you must submit grades to your registrar prior to when they will be available from the Association.

New Foundations Exams are available every year in September, and the expiration date is indicated on the exam. Any Foundations Exam currently in your possession that does not have an expiration date should be destroyed. You must obtain a new exam each year. Never use an expired exam, as this will cause difficulty in grading.

### Identifying Your Role

**Review the responsibilities associated with designations as a ProStart educator or Foundations of Restaurant Management & Culinary Arts educator below.**

**Visit [www.ChooseRestaurants.org](http://www.ChooseRestaurants.org) → Programs and Scholarships → Educator Services → Register as an Educator.**

**IMPORTANT: Select ProStart if you are a ProStart program educator, regardless of which edition of the curriculum you use.**

### **Confirmed ProStart School Educator and Proctor**

Who can become a Confirmed ProStart School Educator and Proctor?

- Your school is recognized as a Confirmed ProStart Program by both the state restaurant association and the National Restaurant Association Educational Foundation.
- You use the “Foundations of Restaurant Management and Culinary Arts” curriculum.
- You teach the course, participate in ProStart program activities and also administer the FRMCA exams to your students.

If you select this category your eligibility will be confirmed by your state ProStart Coordinator.

### **Confirmed ProStart Program Educator**

Who can become a Confirmed ProStart Program Educator?

- Your school is recognized as a Confirmed ProStart Program by both the state restaurant association and the National Restaurant Association Educational Foundation.
- You use the “Foundations of Restaurant Management and Culinary Arts” curriculum.
- You teach the course and participate in ProStart program activities but do NOT administer the FRMCA exams to your students. Per state or school policy, exams are administered by someone other than the educator.

If you select this category your eligibility will be confirmed by your state ProStart Coordinator.

### **Confirmed ProStart Program Proctor**

Who can become a Confirmed ProStart Program Proctor?

- Your school is recognized as a Confirmed ProStart Program by both the state restaurant association and the National Restaurant Association Educational Foundation.
- The curriculum used in the class is “Foundations of Restaurant Management and Culinary Arts” (FRMCA).
- You do not teach the course.
- You have been designated by your school to administer the FRMCA exams to ProStart students.

Your eligibility will be confirmed and approved by the state ProStart coordinator.

### **Foundations of Restaurant Management & Culinary Arts Educator**

Who can become a Foundations of Restaurant Management & Culinary Arts Educator?

- You use the “Foundations of Restaurant Management and Culinary Arts” (FRMCA) curriculum.
- Your school is not a confirmed ProStart program.

## Gaining Educator Access

Before you can administer an exam or access educator materials, you must first complete an online application found on ChooseRestaurants.org, Programs & Scholarships, select Educator Services, then select “Register as an Educator” on the left hand side.

## Receiving Exams

If you have been confirmed as a dual role Prostart School Educator and Educator or Prostart Proctor only, you can obtain Foundations Master Exams directly from the NRAEF website at ChooseRestaurants.org, which ensures you always have the current exam as quickly as you need it.

Print-based and online exam sessions must be scheduled through the website. Under Programs & Scholarships For Educators, select “Educator Services” then “Schedule Exams.” Enter your user ID and password. Select the appropriate exam type (Level 1 or Level 2), and then indicate if this is an online or print-based exam. Level 1 and Level 2 exams are available in online and print-based formats.

Once you have completed all of the required fields, you will be taken to the Print Exam Schedule Confirmation Page. This page includes:

- Your Exam Session Number and/or Proctor Access Code (online only)
- Links to the Exam Information Form
- The Master Exam, which can be downloaded in PDF format

Please record the Exam Session Number for your records, and print both the Exam Information Form and the Master Exam. Once you have finished administering the exam, you must submit the Exam Information Form and all completed answer sheets to the Association for grading.

## Exam Security

The National Restaurant Association defines exam security as protecting exams, their related processes, and the people involved with them from any operational risks associated with the development, publication, storage, and administration of the exams.

Exam security is the responsibility of everyone involved in and affected by the exam process. This includes, but is not limited to:

- National Restaurant Association Educational Foundation
- National Restaurant Association
- Subject matter experts who write and review exam items
- Vendors (printers, data destruction services, other service providers)
- Educators & Proctors
- Course and exam sponsoring organizations
- Regulatory, law enforcement, and other government agencies
- The public

As an educator, you are not alone in maintaining and monitoring the level of security involved in the administration of exams. The Exam Security Department is available to assist you with any issues you feel may threaten the security or integrity of the exam.

Contact the Exam Security Department at ServiceCenter@restaurant.org (you must include “Exam Security” in the subject line), or call 888.291.6462 for the Exam Security Hotline.

## Responsibilities for Foundations Educators

Educators 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.
- Return all appropriate exam materials within 2 business days from the date of the exam or grade the online exam within one day of proctoring.
- Conduct exam administration in accordance with all requirements set by your school.
- Treat all examinees in a fair and equitable manner.

You must also ensure the integrity of the exam by **not**:

- Reviewing or discussing any exam questions/answers with anyone other than examinees at any time.
- Administering the exam to anyone who might pose a conflict of interest or an exam security risk (such as a relative).
- Using information gleaned from an exam to teach the Foundations curriculum. Exams are for examinee testing purposes only.
- Falsifying or tampering with Exam Answer Sheets or score results.

## 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 exams, exam content, or other confidential information
- Distribution or sale of exam content or other confidential information
- Exam fraud, cheating, or falsification of certificates
- Assisting or taking the exam for an examinee
- Lack of exam security before, during, or after exam administration
- Misrepresentation of identity
- Failure to follow the procedures in this handbook

Investigations are launched within 5 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. Educators, class sponsors, and examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

## Examinee Preparation

It is the Association's intention to provide guidance on exam preparation, while at the same time maintaining security, integrity, and fairness in all aspects of the exam process. With these goals in mind, please note that the exams are based on the learning objectives of the Foundations curriculum. It is very important that you cover all the objectives thoroughly with your examinees to help improve their chance of success with the exam. Be sure to use the multiple-choice study questions at the end of each chapter in the books.

## Supplies

You will need the following supplies to successfully administer either final print based exam:

- Adequate supply of Number 2 pencils for examinee use.
- Sufficient number of exam copies (created by duplicating the Master Exam). These copies should be checked for copying problems (e.g., print is clear, print does not run off the page, and no pages are missing).
- An answer sheet for each examinee and paper exam.
- Clearly visible surface (such as a chalkboard, white board, or overhead projector) to display the Exam Form Number and Exam Session Number to examinees.
- Quiet, comfortable room with adequate writing surfaces and seating that allows for continuous monitoring of examinees.
- Additional staff member to assist with exam administration if there will be more than 35 examinees testing in one sitting.
- Bilingual format and English-native dictionaries. Examinees who speak English as a second language may use these. If the examinee provides the dictionary, it should be inspected to ensure there are no slips of paper or notes in the pages.
- Exams are offered in English and Spanish.

## 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, and occupancy codes in the local jurisdiction.
- Adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics (allows examinees to hear instructions clearly).
- Accessibility for disabled examinees (e.g., wheelchair accessibility).
- Ability to monitor the examinees and the exam at all times without ever leaving either unattended.
- Sufficient spacing between each examinee in the 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 easy sources for exam answers.
- Availability of this handbook on your exam date for easy reference.



- Print-based exam only: The following information (available on the Exam Information Form) must be posted in a visible area of the exam location: Exam Session Number and Exam Form Number(s).
- 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: Proctor Access Code is available in a secure place, which only the educator and proctor can access.

## Exam Accommodations and Irregularities

### Exam Irregularities

If any of the irregularities described below occur during the exam, note them in the “Irregularities” section of the Exam Information Form for print-based exams or in an Irregularity Report for online exams.

To submit an Irregularity Report, send an email to [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org) with the type of exam (Level 1 or 2) in the subject line. Please include the educator’s name and contact information, the Exam Session Number, the examinee’s name, and his or her Exam Access Code, along with a description of the incident or accommodation.

### Examinees with Disabilities

The Association permits 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 (such as oral instead of written) and test aids (such as readers or translators). Please follow your school’s guidelines when making such accommodations.

### Foreign Language Translations

An examinee with limited proficiency in English may use a qualified interpreter to assist the educator in administering his or her exam. The interpreter must be fluent in both English and the examinee’s native language. The interpreter may have no personal relationship to the examinee. The interpreter also may not interpret subjective opinions or provide cues to the examinee.

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. Inspect the dictionary when the examinee arrives for the exam. English-language dictionaries are not permitted.

### 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 has ended for them. They will not receive a score.

**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 when you submit the materials for grading. Provide as much information as possible on the Exam Information Form.

**Online:** You can suspend the exam by logging in with your proctor access to the website.

## Emergencies

**Print-based:** If an emergency occurs during testing that prevents examinees from completing an exam (events over which you have no control, such as a fire alarm, flood, storm, power failure, etc.), 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 that prevents examinees from completing an exam (events over which you have no control, such as a fire alarm, flood, storm, power failure, etc.), quickly close the browsers and shut off the computers with the assistance of the examinees, if you are able to do so. Ensure that everything has been shut down prior to leaving the exam location, if possible. Note this occurrence by submitting an Irregularity Report. When possible, return to the exam location and continue. You will resume the exam following the same process used to initially begin the exam. If it is not possible to resume the exam the same day, you must contact the Service Center for new Exam Access Codes and to create a new exam session. Examinees should not attempt to complete exams in a class that has been open for more than 24 hours.

## 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 that he or she can complete the exam. If the individual does not return to complete the exam, he or she must retest at another time and will need a new Exam Answer Sheet.

**Online:** If an examinee becomes ill during the exam, close his or her browser. If the individual returns before the end of the exam, log him or her back into the exam using the same procedure followed to initially begin the exam. Anything answered previously has been recorded; the examinee can proceed to the question where he or she stopped. An individual who does not return to complete the exam must retest at another time and must use a new Exam Access Code.

## Intentional or Unintentional Disclosure of Test Items

Please note any time a test item has been disclosed, by the educator or an examinee, 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 materials 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 into the exam using the same procedure used to initially begin the exam. Anything previously answered has been recorded; the examinee can proceed to the question where he or she stopped.

## Foundations Exam Scoring

The scoring information for each exam is listed below:

Exam	Number of questions	Number of correct answers needed to pass	Passing percentage
Level 1	100	70	70%
Level 2	100	70	70%

## Score Reports

The Association will email an automated alert immediately after the scores become available. Score Reports can also be accessed on our website: [ChooseRestaurants.org](http://ChooseRestaurants.org).

Examinees who provide a valid email address will receive an email when their exam results are available. Otherwise, examinees should receive their scores from their educator. They can also check their results through the website with a valid user ID and password, along with their Exam Session Number or Certificate Number.

## Retesting

Examinees who fail the exam will need a new answer sheet. If additional answer sheets are not available, answer sheets can be ordered through Pearson. Please contact their Customer Service Department at 800.848.9500.

The Association recommends that examinees retest within 90 days of their original exam date. Educators should use the same Master Exam used for the original exam. A retest date should be scheduled in advance so that examinees can plan ahead and the educator is able to obtain any necessary items for the retest exam.

## Section II—“How To” Documents

### *About Section II*

The following section is made up of “How To” documents which detail the step-by-step procedures involved in preparing for and managing your exam.

## Obtaining a Foundations Educator Login

### Enter Your Information

- Go to ChooseRestaurants.org. Under Programs & Scholarships, Educators, select **“Educator Services,”** then select **“Educator Registration”** in the drop down menu.
- Select **“Foundations of Restaurant Management & Culinary Arts Educator”** as your application type.
- Log in with an existing user ID and password or create a new one.
- Select your school or create a new entry (see below), and click **“Continue.”**
- Indicate the course and number of students per course you will be teaching this year. Click **“Save.”**
- Complete the required fields and click **“Submit.”**
- Applications are approved through the Service Center. You will receive notice of your application status in 3–5 business days.



### Enter your school

- If your school is not already listed, select **“--School Request--”** from the list. Click **“Continue.”**
- Provide all of the required information and click **“Save.”**
- Processing will take approximately 2 business days depending on the availability/accuracy of the information provided.
- When you receive an email confirming that your school is now in our database, log into ChooseRestaurants.org and begin the Educator Application process again.

## Editing Your School

### Editing Your School

- Educators can only be listed under one school at a time. If your primary school changes and you need this information updated in your profile, please send an email to [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org) with the following information:
  - Educator's name
  - Educator's ID number
  - School name
  - School address
  - School phone number
  - School email
  - School website (if applicable)
  
- Upon receipt of information, the school will be updated in your profile within 2–3 business days.

## Ordering and Receiving Answer Sheets and Other Materials

### General Information

- All examinees may be tested, whether or not they intend to participate in all aspects of the program.
- All examinees must have an answer sheet or, for online exams, an Exam Access Code.
- Answer sheets and Exam Access Codes do not accompany the exam and must be ordered separately through the Foundations website [textbooks.restaurant.org](http://textbooks.restaurant.org).
- The Association will grade any answer sheets that are submitted (unless they are photocopied.)



### Ordering Answer Sheets and Foundations Books

- Answer sheets and all other materials for the *Foundations of Restaurant Management & Culinary Arts 2nd edition* curriculum can be ordered on the Foundations website: [textbooks.restaurant.org](http://textbooks.restaurant.org).
- Select “**Purchase Products**” and choose the level you wish to purchase.
  - Products are grouped into 3 categories: **Student Print Products**, **Student Online Products**, and **Teachers Resources**.
- Click on “**View Products**” for a listing of products under each category.
- Please allow 7–10 business days for processing your order
- Email [textbooks@restaurant.org](mailto:textbooks@restaurant.org) for questions or concerns.

## Scheduling a Print-Based Exam Session

### To Schedule a Print-Based Exam

- Go to ChooseRestaurants.org, under Programs & Scholarships Educators, select “**Educator Services,**” then select “**Schedule Exams.**”
- Enter your user ID and password.
- Select “**Schedule Exam**” beside the appropriate course name and level. Read the Proctor Agreement Form. Select “**I accept.**”
- Select the “**Print**” format.
- Complete all fields under the “**Print Exam Schedule Form.**” Click “**Save.**”  
**Note:** If you need to change your school, please send the new information to us at ServiceCenter@restaurant.org.
- You will receive your **Exam Session Number** along with instructions for printing your exams and Exam Information Form.



### Printing Your Exam

- Upon completion of the above procedure, you will be taken to the **Print Exam Schedule Confirmation Page.** You will also receive a confirmation email.
- Write down the Exam Session Number for your records.
- Download and print a copy of the Exam Information Form. You must submit this form when you send your completed answer sheets to be graded.
- Download the PDF copy of your exam booklet. You may make as many copies of this exam as you need for your class. Please keep all copies in a secure location.



## Administering a Foundation Print-Based Exam (page 1 of 3)

### Identify and Post the Exam Form Number

- ❑ The Exam Form Numbers appear in the right-hand corner of the front page of the Master Exam. They also appear at the bottom of every page of the exam. This number is critical to ensuring that answer sheets are scored properly.
- ❑ Post the Exam Form Number and Exam Session Number for the exam you are administering in your exam room. Be sure to write the Exam Form Number large enough so that it can be read easily from any seat in the room.



### Directions for Completing Answer Sheets

- ❑ Have examinees take out their answer sheets or distribute them if they are in your possession. Distribute Number 2 pencils. Have examinees take out their calculators and dictionaries (if English is a second language) at this time.
- ❑ Examinees should clear their desks of all other belongings. Scratch paper is allowed and examinees may write in the margins of the exam.
- ❑ Inform examinees that by filling out the answer sheet, they authorize the National Restaurant Association, or its designee, to release score information to them and other appropriate sources, such as their educator. Personal information is considered secure and privileged information and cannot be used for any purpose other than that connected with this program.
- ❑ Have examinees record the Exam Form Number on their answer sheet; this is critical to ensure the answer sheet is scored properly.
- ❑ Examinees should clearly print the requested information in the boxes provided. Direct them as follows:
  - Space words appropriately, but do not put spaces between each letter of each word.
  - Darken the oval containing the character written in the box directly at the top of each column. If using the entire word will cause you to run out of space, abbreviate.
  - Thoroughly erase any mark that is made accidentally. Multiple darkened responses will be recorded as errors, so it is important to darken only one oval for each response.

**Note:** *Errors in darkening the proper ovals for your name will result in your certificate being misspelled.*

***(Continued on Next Page)***

## Administering a Foundations Print-Based Exam (page 2 of 3)

### Directions for Completing Answer Sheets *continued*

- ❑ Make sure your examinees use the same name (not a nickname, abbreviation, etc.) on both Level 1 and Level 2 answer sheets. Discrepancies in names can prevent multiple scores from appearing in the same profile. In addition, students who know their Student ID Number should ensure that this number is properly and consistently written each time they take a Foundations Exam. This helps to link together Level 1 and Level 2 results.
- ❑ Walk around the room to verify that examinees are filling out the answer sheet correctly. Inspect the answer sheets, looking for the following:
  - Illegible handwriting
  - Information placed in inappropriate fields
  - Incorrect Exam Form Number listed



### Distribute Exams

- ❑ Hand an exam directly to seated examinees, one at a time. Do not allow examinees to pass exam(s) to other examinees. After each examinee receives an exam, place any extra exams and any other testing materials in a secure place that will not cause confusion when examinees turn in their exam materials.
- ❑ Instruct examinees not to begin the exam until told to do so.
- ❑ Inform examinees that all exam questions should be answered. Only one answer should be darkened for each question. If there are more spaces for answers on the answer sheet than there are questions on the exam, extra spaces should be left blank.
- ❑ Review exam instructions and expectations with examinees and allow time for questions. Once all questions are addressed, examinees may begin the exam.

***(Continued on Next Page)***

## Administering a Foundations Print-Based Exam (page 3 of 3)

### During the Exam

- The exam should take about an hour to complete. However, examinees may be given as much time as needed to complete their exam (subject to school policy).
- Examinees may not talk during the exam. Examinees with questions should raise their hands for assistance.
- Without disturbing the examinees, take frequent walks around the testing room to prevent cheating; ensure that students are successfully following directions and are able to have inquiries answered.
- Only one examinee at a time may go to the restroom during the exam. Collect his or her exam and answer sheet as the student leaves, and return the same materials to him or her upon returning. **Remember:** Do not allow more than one examinee to be absent from the room at the same time.
- This is a copyrighted exam. At no time during this exam may exam booklets or answer sheets leave the room.



### Collect Exam Materials and Dismiss Examinees

- Only one examinee at a time may approach the educator to submit his or her exam and answer sheet.
- You will once again inspect the answer sheet for errors in its completion. If you find the examinee has not completed the answer sheet accurately, you must hand the answer sheet back to the examinee, who may correct errors **only on the registration portion of the answer sheet**. An educator should never alter, erase, or correct an examinee's answer sheet—this is considered answer sheet tampering.
- After you have completed the answer sheet inspection process and have both the answer sheet and exam booklet from the examinee, he or she may then leave the room (or sit quietly until everyone has finished).

**Note:** The proctor is responsible for ensuring that no one looks at the exam materials after they have been collected. Do not combine answer sheets with exam booklets for any reason. You could accidentally destroy an examinee's answer sheet or fail to submit it for grading.

## Returning Exam Materials to the National Restaurant Association

### Return Instructions

**Note:** Follow the instructions below carefully to avoid any delays or errors in processing.

- Count the used answer sheets. Record the number of used answer sheets on the Exam Information Form. Any answer sheets that were not used should not be included in this count and must be kept separate from the materials used by examinees. Extra answer sheets may be used for future exams. You can make copies of the examinees' answer sheets for your own records if school policy allows. Please be very careful at the copier. Copies of answer sheets will not be accepted for grading by the Association for any reason.
- Attach answer sheets to the completed Exam Information Form using a paper clip. You may also include the cover page of the exam you used.
- Never attach Level 1 and Level 2 Exam Answer Sheets or multiple exam administrations to the same Exam Information Form. This will lead to scoring errors. Level 1 and Level 2 exam materials must be returned separately.
- Place the Exam Information Form with answer sheets in an envelope suitable for shipping and address it to:

**National Restaurant Association  
Attention: Service Center  
175 West Jackson Boulevard, Suite 1500  
Chicago, IL 60604-2814**

- Ship the envelope within 2 business days of your exam date using an in-route traceable mailing method (UPS, Airborne, or Federal Express).
- Destroy any copies you made of the Master Exam. In the case of retesting, you must schedule a new print-based Exam Session to obtain a new Master Exam. Results should be available within 3–4 business days after your exams have been received.
- The educator will receive an email when the results are available online.

## Scheduling an Online Exam

### To Schedule Your Online Exam

- Go to ChooseRestaurants.org, under Program & Scholarship Educator, select “**Educator Services,**” then select “**Schedule Exams.**”
- Enter your user ID and password
- Select “**Schedule Exam**” beside the appropriate course name and level. Read the Proctor Agreement Form. Select “**I accept.**”
- Select the “**Online**” format.
- Select language (English and Spanish must be scheduled separately).
- Complete all fields under the “**Online Exam Schedule Form.**” Click “**Save.**”  
**Note:** If you need to change your school, please email the new information to us at ServiceCenter@restaurant.org.
- You will receive an Exam Session Number and a Proctor Access Code. Please print this screen or copy these numbers for future reference.
- You will receive your Exam Session Number along with your Proctor Access Code, via email to the email address is on file. Once you have this information, you may begin conducting your exam at any time.

## Administering an Online Exam (page 1 of 2)

### Exam Location Requirements

- Ensure a computer with Internet access, mouse, and keyboard is available to each examinee.
- Review Exam Location Standards in this handbook.



### Administer an Online Exam

- Have examinees take out their calculators and dictionaries (if English is a second language) at this time. Examinees should clear their desks/work areas of all other belongings. Scratch paper is allowed, subject to school policy.
- Direct examinees to ChooseRestaurants.org. If examinees do not have a user ID and password, they may create one by selecting **“Create New Profile”** on the **User Login** page.
- Under the Programs & Scholarships, Prostart for **“Student”** tab, examinees select **“Exams”** and then **“Start Exam.”**
- Examinees enter their user ID and password or create one out this time.
- Examinees select an exam **Title** from the drop-down menu. Make sur estudents selects proper level and language.
- Instruct examinees to read the Examinee Test Use Agreement and select **“I Accept.”**
- Have examinees complete Steps 1–3; then enter their Exam Access Code, and then select **“Continue.”**
- Examinees then verify or update the **Personal Information** section of the Exam Registration Form. The educator enters the Proctor Access Code, which will allow access to the exam.

*(Continued on Next Page)*

## Administering an Online Exam (page 2 of 2)

### During the Exam

- The exam should take about an hour to complete. However, examinees may be given as much time as needed to complete their exam (subject to school policy).
- No talking is allowed during the exam. Examinees with questions should raise their hands for assistance.
- Without disturbing the examinees, take frequent walks around the testing room to prevent cheating; ensure that students are successfully following directions and are able to have inquiries answered.
- 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, log them back into the exam using the procedure followed in the beginning. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.



### To Complete an Online Exam

- When the examinee completes the exam, the educator enters the Proctor Access Code and then selects **“Finish.”** Pass/fail results are given immediately.
- Upon completion of the exam, examinee(s) will be able to view their scores and print their certificate. An automated email will go to the examinee informing him or her that the score is now available.
- If any irregularities occurred during the exam, the educator should email these to [ServiceCenter@restaurant.org](mailto:ServiceCenter@restaurant.org) after all of the examinees have completed their exams.
- The online class will automatically close 24 hours after the class has been opened.

## Speed Schedule Exams

**General Note:** Follow the instructions below carefully to avoid any delays or errors in processing.

- Go to ChooseRestaurants.org, under Programs & Scholarship Educators, select **“Educator Services,”** then **“Schedule Exams.”**
- Enter your user ID and password.
- Under **“Examination Management,”** select **“Speed Schedule Exam.”**
- You can search by Exam Session Number, exam date, organization sponsor (school) name, or course name. Using one of these tools, locate past class, click **“Search.”**
- A listing of previous exam sessions will appear below the search criteria. Locate the session that you would like to duplicate and click **“See Exam Details.”**
- A pop-up window will appear displaying the information for the session that you selected. If this information matches your upcoming session, click **“Copy Exam Session.”**
- Update information as needed and enter the exam date. Click **“Save.”**
- A confirmation page will generate as normal. Please save the Exam Session Number and, if applicable, the Proctor Access Code for your records.



## Viewing Your Exam Session Results Online (page 1 of 2)

### How to Obtain Exam Results Online

- Go to ChooseRestaurants.org.** Under Programs & Scholarship Educators, select **“Educator Services,”** then select **“View Scores.”**
- Enter your user ID and password. Click **“Login.”**
- Click the drop down box and select “All”** if given the option under drop down box titled Select Organization.
- Select the preferred method for searching score results by clicking the appropriate link.

#### Search by Exam Session Number

- Enter the Exam Session Number. Click **“Submit.”**

#### Search by Date

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

#### Search by Examinee Name

- Enter the name or the examinee’s first and last name. Click **“Submit.”**
- Click Program Name for the course.

### Instructor Curriculum Report

- The screen lists the score information for examinees.  
**All information can be downloaded into a Microsoft® Excel® file.**
- Click **“Domain Scores”** at the bottom of the screen to view overall score breakdown by domain for all classes listed.
- Click **“Domain Scores”** to the right to view overall breakdown by domain for a single class.
- Click **“Exam Session Number”** to the left to access the Exam Session Score Analysis Detail Report for a single class.

*(Continued on Next Page)*

## Viewing Your Exam Session Results Online (page 2 of 2)

### Exam Session Score Analysis Detail Report

- ❑ This screen shows all examinees' **overall point and percentage scores** from the selected exam session. All information can be downloaded into a Microsoft Excel file.
- ❑ Click **“Next”** if it is a large exam session and all examinees do not appear on the initial screen.
- ❑ Click **“Student Details”** button across from examinee name to access **Examinee Score Analysis Detail Report** for detailed information about an individual examinee.

## Submitting an Answer Sheet Review Form

### When to Submit an Answer Sheet Review Form

- There is an error on the online certificate, such as a misspelled name.
- You believe an exam score is inaccurate or missing. **These requests must be submitted by the educator/proctor of the exam.**



### Information Needed to Submit an Answer Sheet Review Form

- Answer Sheet Review Forms must be **submitted within 30 days of receiving the score results.**
- The name of the proctor, examinee name, exam date, and Exam Session Number must be included.**



### How to Submit an Answer Sheet Review Form

- Go to ChooseRestaurants.org. Under, Programs & Scholarship Educators, select **“Educator Services,”** then select **“Help Documents.”**
- Enter your user ID and password and click **“Login.”**
- Complete the form, then fax (866.665.9570 or 312.583.9853), email (ServiceCenter@restaurant.org) or mail it to the Service Center.
- Requests are processed within 5 business days of receipt.
- The requestor will be contacted directly via phone or email.