

Obtaining and Administering Print Exams

Information and Materials Needed to Administer the ManageFirst Program Exams

- User ID and password
- Exam Information Form
- Review Answer Sheet Form
- ManageFirst® exam and answer key
- Textbook with answer sheet that corresponds with the exam being administered



To Obtain Exam and Administration Materials

- Go to ManageFirst.Restaurant.org.
- To obtain the exam, click **“Download Exams”** located on the top left side of page.
- Enter your user ID and password and click **“Login.”**
- Click the desired ManageFirst exam or ManageFirst answer key to download and print exams or answer keys.
- To obtain the ManageFirst Exam Information Form, click **“Download Forms”** located on the top left side of page.
- Click **“ManageFirst Exam Information Form”** to download and print form. The Exam Information Form provides basic information about the class including the instructor name, the exam form used, and where to send the scores.



Setting Up Exam Location

- Ensure exam location standards are being met as detailed in the *ManageFirst Program Examination Administration Handbook*.
- There must be one instructor/proctor per 35 examinees.
- Ensure a sufficient number of clearly printed, complete exam copies are available for examinees.
- Post the exam form number (located in the upper right-hand corner of the exam) where it can be easily seen by all examinees.
- Examinees must contact their instructor for score information. The Association is not authorized to release exam score/result information directly to examinees.*



Distributing Examinations

- Exams should be handed to seated examinees one at a time. Do not allow examinees to pass exams to one another.
- Inform examinees that this is not a timed exam, however it typically takes no more than two hours.
- Examinees must approach you one at a time to submit materials.
- Once everyone has read the instructions on the exam cover, if there are no questions, the examinees can sign their name on the *Exam Booklet*, open it, and begin.



Monitoring the Exam

Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being followed.

(Continued on Next Page)

Collecting Exams and Answer Sheets

- Examinees must approach the instructor one at a time to turn in their **exam booklet** and properly completed **answer sheet**.
- Inspect the registration portion of the answer sheet. If it has not been completed correctly, hand it back to the examinee, who may correct the errors in that section only.
- Collect any extra exam materials from examinees leaving the room.



Returning Exams to the Association

- After all exam materials have been collected and all examinees have left the room, count the number of unused **answer sheets**. Record this number on the **Exam Information Form**.
- Count **exam booklets** to ensure you have the same number you originally printed. Exams must be destroyed securely.
- Review and complete all necessary information on the **Exam Information Form**. Make a copy of this form for your files. **Failure to accurately complete the Exam Information Form will cause a delay in results.**
- Keep **answer sheets** in a secure place until ready to return to the Association.
- Place **answer sheets**, the completed and signed **Exam Information Form**, and any defective materials in secure, tamper-resistant packaging. Address package to:
National Restaurant Association
Attn: Service Center
175 W Jackson Blvd., Suite 1500
Chicago IL, 60604-2814
- Return package by utilizing an in-route traceable method to the Association's Service Center within **two business days** of the exam date.



Results

Results are posted to the website within three to four business days of receipt by the Association. Certificates/results are sent to the address on the *Exam Information Form* within one business day from that time.