

How to Replace a Misspelled Certificate and Request an Exam be Re-Scored

When to Submit an Answer Sheet Review Form

- There is an error on the printed certificate (misspelled name, instructor/proctor or number of classroom hours are incorrect, etc.).
- You believe an exam score is inaccurate or missing (**these requests must be submitted by the instructor/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, exam date, and class number must be included.

How to Submit an Answer Sheet Review Form

- Go to ManageFirst.Restaurant.org.
- Click **“Download Forms”** on the left-hand side of the page.
- Click **“Answer Sheet Review Form”** to download and print the Answer Sheet Review Form.
- Complete the form then fax (866.665.9570 or 312.583.9853) or mail to Service Center at:
National Restaurant Association
Attn: Service Center
175 W Jackson Blvd., Suite 1500
Chicago, IL 60604-2814
- Requests are processed within five to seven business days of receipt.