

Irregularity Report

When to Submit an Irregularity Report

- An examinee experiences any type of **technical difficulty** while taking the online exam.
- There is a deviation in Service Center protocols as outlined in the ManageFirst Program Examination Administration Handbook.



How to Submit an Irregularity Report

- Send an email to ServiceCenter@restaurant.org.
- Include the exam topic (*Nutrition, Food Production, Customer Service, etc.*) and class number in the subject line.



Information to be Included with an Irregularity Report

- Instructor/proctor user ID and password, class access code, examinee name, seat registration number, and a contact phone number for the instructor.
- The specific reason for submitting the *Irregularity Report*. If it's related to a technical error with the ManageFirst® website, be sure to include the error message as it reads exactly on the screen (if possible, copy and forward the message as part of the *Irregularity Report*).
- Resolution or action taken to resolve the irregularity (if applicable).



Irregularity Report Resolution

An Association representative will contact the instructor/proctor within one business day of receiving the notice.