



ManageFirst® Program Exam Administration Handbook

About This Handbook

The National Restaurant Association has prepared this handbook to make you aware of the proper policies and procedures involved in preparing for and administering the ManageFirst Program exams, in both print and online formats. Please read and become thoroughly familiar with this information prior to administering any ManageFirst Program exam.

For your convenience, this handbook, along with the documents referenced within it, also are available as Instructor Resources at ManageFirst.Restaurant.org.

Please be aware that Section II contains the step-by-step procedures involved in preparing for and managing ManageFirst Program exams in both print and online formats.

Disclaimer

The information presented in this Handbook has been compiled from sources and documents believed to be reliable and represents the best professional judgment of the National Restaurant Association (the Association). However, the accuracy of the information presented is not guaranteed, nor is any responsibility assumed or implied by the Association for any damage or loss resulting from inaccuracies or omissions.

The National Restaurant Association prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, or marital or family status. The Association is an equal opportunity employer.

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Section I—Policies

National Restaurant Association Contact Information

If you have any questions related to the administration of any National Restaurant Association (the Association) exam, please contact the Association’s Service Center, Monday through Friday, 8:00 a.m. to 6:30 p.m. (CST).

Note: When contacting the Association, please have your name and class sponsor information available.

Mail National Restaurant Association
Attention: Service Center
233 S. Wacker Drive, Suite 3600
Chicago, IL 60606-6383

Phone 800.765.2122, ext. 6703

Fax 866.665.9570 (toll-free) or 312.583.9853 (direct local)

Website ManageFirst.Restaurant.org

Email ServiceCenter@restaurant.org

Exam Security Department ServiceCenter@restaurant.org

You must include “Exam Security” in the subject line.

Exam Security Hotline 888.291.6462. If you have any questions related to the purchase of ManageFirst Program textbooks and materials, please contact Pearson Education.



Academic Instructor Review Copies or Instructor Support Materials

Instructors, for textbook review copies:

- Contact your Pearson representative
- Contact Faculty Field services at 800.526.0485 or email ManageFirst@pearson.com

Corporate, Government, and Special Sales (Consultants, Corporations, Training centers, VARs, and Corporate Resellers) Orders and Inquiries

- Phone 317.428.3083
- Contact your Pearson representative
- Email ManageFirst@pearson.com

Domestic Orders and Inquiries

- Business accounts phone 800.922.0579
- Individuals phone 800.947.7700 or visit MyPearsonStore.com

International Orders and Inquiries

- Phone 800.635.3889 or 201.767.5021
- Email intlcs@pearsoned.com

National Restaurant Association Solutions Customer Service Department

- Phone 800.765.2122 (312.715.1010 in the Chicago area), ext 6703
- Email ManageFirst@restaurant.org



About the ManageFirst Program

The ManageFirst Program is based on input from the restaurant, hospitality, and foodservice industry, as well as the academic community. This program can enhance your students' learning and develop a new generation of managers to lead the restaurant, hospitality, and foodservice industry.

This program includes a set of textbooks, exams, instructor resources, certificates, a credential, and support activities/services. Each textbook focuses on a specific topic, dedicated to helping students master a set of competencies. The program validates students' knowledge in these key competencies and identifies them as qualified professionals ready to begin or advance their careers in the restaurant, hospitality, and foodservice industry.

Instructor/Proctor Registration

You must be registered as a ManageFirst Program Instructor/Proctor to access ManageFirst instructor resources (including exams) or to proctor a ManageFirst exam, even if you previously have registered as a ServSafe® Food Safety and/or ServSafe Alcohol® Instructor.

Please Note: Please refer to the ServSafe Food Safety section of ServSafe.com for information on becoming a ServSafe Instructor or Proctor; and the ServSafe Alcohol section for information on becoming a ServSafe Alcohol Instructor.

Instructor/Proctor Renewal

Once a year, at the end of August, all registered ManageFirst Instructors and Proctors will be sent a renewal notice. Renewing is as simple as logging into the website to verify or update your contact information (mail, phone, email address, etc.) and letting us know which ManageFirst materials you plan to use in the next school year or training session. The Association will then be able to share information with you throughout the year regarding program updates, services, or events.

About the ManageFirst Program Examinations

The number of questions on each ManageFirst Program exam is proportionate to the quantity of content for the matching ManageFirst textbook. Independent panels of industry representatives with expertise determine the number and distribution of questions across chapters for each title's exam.

The expiration date for each exam appears on the exam cover page. Always print exams directly from the ManageFirst website just before administering the exam to obtain the most current version.

You should never use an expired exam.

To successfully pass a ManageFirst Program exam, an examinee must achieve a score of 70 percent.

Scoring and Certificate Information

Receiving Score Information

Print Once the Exam Processing Department receives the exams for grading, the class number will be sent via email to the instructor/proctor. Exam scores will be available within three to four business days from this time.

Online As soon as the instructor grades the online exam, examinees may log in and view their scores.

Examinees Upon completion of grading the exams, examinees who provided a valid email address will receive notification that their results are available online.

Designating a Certificate Distributor

Individuals authorized to distribute certificates to examinees include:

- Examinees' instructor or proctor
- School administration official
- Association or its designee*
- Examinee's employer

**You may only designate this agency if you are an employee of the Association.*

ManageFirst Professional® Credential (MFP)

Examinees can check their progress toward earning the ManageFirst Professional® credential on the ManageFirst® website, in the same location where they view their exam scores.

Exam Security

Definition and Responsibility

Exam Security—Protecting the exam; related processes, and persons from any operational risks associated with the development, publication, storage, transfer, and administration of the exam. Exam security is the responsibility of everyone involved in and impacted by the exam process. This includes, but is not limited to:

- National Restaurant Association, American National Standards Institute (ANSI), Conference for Food Protection (CFP), other CFP exam providers
- Subject matter experts who write and review exam items
- Vendors (printing, data destruction, service providers)
- Instructors
- Proctors
- Course and exam-sponsoring organizations
- Employers
- Regulatory, law enforcement, and government agencies
- The public



Responsibilities for Instructors and Proctors

Please review the following policies and procedures related to exam security that you will be required to follow as a ManageFirst Program instructor or proctor:

- Follow the exam administration guidelines in this handbook (including how to handle exam irregularities), 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.
- Ensure the integrity of the exam by **not**:
 - Discussing, publishing, or sharing any information including actual ManageFirst Program exam questions/answers with anyone at any time (especially examinees).
 - Administering the exam to yourself, to anyone who might pose a conflict of interest (e.g., a relative) or an exam security risk.
 - Use information gleaned from an exam to teach a course. Exams are for examinee testing use only!
 - Falsifying or tampering with exam answer sheets or score results.
 - Leaving exam materials unattended or outside of the secured storage area.
- Return all appropriate exam materials within two business days from the date of the exam or grade the online exam within one day of proctoring.
- Ensure there is one proctor per every 35 examinees and/or one proctor per exam room (in the event that more than one exam room is needed).
- Identify each examinee accurately to prevent a situation in which someone may attempt to take the exam on someone else's behalf.
- Maintain documentation on conformance of exam location to the Association standards.
- Treat all examinees in a fair and equitable manner.

Assistant exam proctors are responsible for observing examinee behaviors and assisting with exam administration duties. An assistant exam proctor should be present when:

- Testing more than 35 examinees
- There is more than one exam room
- The primary exam proctor leaves the exam room for any reason

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:

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

Investigations are launched within five 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, as well as proctor and instructor privileges. Proctors, instructors, class sponsors, and examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.



The Association reserves the right to revoke an examinee's certificate based on any action that compromises the validity, reliability, security, or integrity of the ManageFirst Program exams. The Association reserves the right to audit ManageFirst Program classes and exam administration. The Association has the right to issue warnings, probation, or revoke instructor and/or proctor privileges based upon the outcome of an investigation and/or at will.

Appeals Policy

Any examinee who is denied eligibility to sit for the exam, failed the exam, had an exam terminated due to cheating, has had a certificate revoked, or any proctor wishing to appeal an action resulting from an investigation may appeal the decision by submitting an Appeal Request Form within 30 days of the initial incident. The Association will review and render a decision within 30 days of receipt of the form. This decision is final.

The Exam Security Department

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

You can reach the Exam Security Department at ServiceCenter@restaurant.org (you must include "Exam Security" in the subject line) or call 888.291.6462 (the Exam Security Hotline).

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 (including codes regarding smoking), and occupancy codes in the local jurisdiction.
- Adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics (allows examinees to hear instructions clearly).
- These items are prohibited at the exam location: bags/purses, books, papers, cell phones, and any electronic device that can be used to capture/record exam content. In the event an examinee brings any of these items to the exam location, they must be collected prior to the exam administration and placed in a location that prohibits their use during testing and keeps items inaccessible even if the examinee needs to temporarily leave the exam location (e.g., restroom breaks).
- Accessibility for disabled examinees (e.g., wheelchair accessibility).
- Ability to monitor the examinees and the exam booklets at all times and do not leave either unattended.
- Sufficient spacing between each examinee in 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 sources for exam answers.
- Availability of this handbook on your exam date for easy reference.

Print only The four-digit Exam Form Number (available on the exam cover page) must be posted in a visible area of the exam location, as well as the following information about obtaining scores: "To obtain class tracking and score information within 15 business days of your exam date note the class number (available to the proctor once the exam is graded) and keep it for your reference. You will need this class number to log on to ManageFirst.Restaurant.org to check exam results."

Online exam only A computer with Internet access, mouse, and keyboard should be available for each examinee. Not required but recommended, is a printer connection for providing printed pass/fail information upon exam completion.

Online exam only Make sure the class access code is available in a secure place, which only the exam proctor can access.

Exam Irregularities

If any of the irregularities described in this section occur during the exam, note them in the “Irregularities” section of the *Exam Information Form* for print exams or in an *Irregularity Report* for online exams. If you encounter an irregularity not listed here, please call the Association Service Center during business hours.

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 is concluded for them. They will not receive a score, must collect their personal belongings (including their photo IDs), and leave the exam location quietly.

Print 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 send the materials in for grading. Provide as much information as possible on the incident on a separate sheet of paper and attach it to your Exam Information Form.

Online You can suspend the exam before or after requesting they leave the exam location.

Emergencies

Print If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure, etc.) that prevents examinees from completing an exam, 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 (events over which you have no control—e.g., fire alarm, flood, storm, power failure, etc.) that prevents examinees from completing an exam, close the browsers and shut off the computers with the assistance of the examinees as quickly as possible if the conditions are safe. Ensure that everything has been shut down prior to leaving the exam location. Note this occurrence by submitting an Irregularity Report.

When possible, return to the exam location to continue the exam. You will resume the exam following the same process used to begin initially the exam.

Illness

Print 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 he/she may complete the Exam. If the individual does not return to complete the exam, he/she will need to retest at another time. Keep his/her exam answer sheet so it may be used for retesting.

Online If an examinee becomes ill during the exam, close his/her browser. If the individual returns before the end of the exam and you have not yet graded the class, take him/her back to the “Welcome Examinee” screen to re-enter the seat registration number. You will then need to re-enter the class access code. Anything answered previously has been recorded; the examinee can proceed to the question where he/she stopped. If the individual does not return to complete the exam, he/she will need to retest at another time.



Restroom Breaks

Print Only one examinee at a time may go to the restroom during the exam. Collect the exam material 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 to the "Welcome Examinee" screen and have them re-enter their seat registration numbers. You will then need to re-enter the class access code. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.

Retest Policy

A retest may be given at any time after the original exam has been officially graded by the Association. Students can retake the exam as many times as needed until a passing score is obtained.

Print The examinee will need to contact Pearson Education (see page 4 for contact information) to purchase a new ManageFirst® exam answer sheet to retest. Instructors/proctors can download the exam from the Instructor Resource Area available through ManageFirst.Restaurant.org.

Online The examinee will need to contact Pearson Education (see page 4 for contact information) to purchase a new ManageFirst online exam voucher prior to testing. Instructors/proctors will need to create a new online class (see pages 13-14).



Section II – Procedures

The following section is made up of “How To” documents which detail the step-by-step procedures involved in preparing for and managing your ManageFirst Program exams, in both print and online formats.



Instructor/Proctor Registration

Submit the ManageFirst Program Instructor/Proctor Application

- Go to ManageFirst.Restaurant.org
- Click "**Become a ManageFirst® Instructor**" in the upper right hand corner of the website.
- Download and read through the **ManageFirst Program Exam Administration Handbook**.
- Download, print out, and complete the **ManageFirst Program Instructor and Proctor Application**. Be sure to print legibly when completing the forms.
- After you have completed the application, you can fax (866-665-9570 or 312-583-9853) or mail to Service Center at:

National Restaurant Association
Attn: Service Center
233 S. Wacker Drive, Suite 3600
Chicago, IL 60606-6383



ManageFirst Program Instructor and Proctor Approval

- Applications are typically processed within five to seven business days of receipt.
- If a valid email address was provided on the application, upon acceptance, you will receive (via email) an approval letter along with an Instructor Number and user ID and password for **ManageFirst.Restaurant.org**. The user ID and password will allow you to access ManageFirst exams, instructor resources, and exam results online.
- If a valid email address was not provided, you will receive a letter via mail. You will need to submit an email with the subject line "Request for Access Rights" to ServiceCenter@restaurant.org to obtain a user ID and password for ManageFirst.Restaurant.org. Please include your name, instructor/proctor number, title, organization, address, and phone/fax number.
- At the time you receive your confirmation email, or letter, you are approved to teach the ManageFirst Program courses and proctor ManageFirst Program exams.

Online Examination Creation and Administration

- To administer a ManageFirst Program exam you must be a registered instructor or proctor and have a user ID and password.

To Create a Class/Administer an Online Exam

- Go to ManageFirst.Restaurant.org.
- Click **"Instructor Resource Center"** located on the top left side of page. Under the Administer Exams column, click **"Schedule an Online Exam."**
- Enter your user ID and password and click **"Login."**
- Click **"Create Class"** under the heading **"Action"** next to the course name you will be administering.
- Complete all fields with an asterisk (*) under the **"Request Form for Online Exams."** If your organization does not appear under the **"Select One"** drop down box option, you must search for your company by clicking on the Organization hyperlink. If your organization is not listed, please contact the Service Center 800.765.2122, ext. 6703.
- You must make sure the course you select is the same course as that which appears on the online exam voucher (seat registration number). If the incorrect course is selected, you will need to create another class.

To Purchase Online Exam Vouchers

- To purchase online exam vouchers (seat registration numbers) visit MyPearsonStore.com or call Pearson Education Customer Service at 800.922.0579.

Exam Location Requirements

- Ensure there is a computer with Internet access, mouse, and keyboard available for each student.
- Review the Association ManageFirst Program Exam Administration Handbook to ensure exam standards are being met.
- Identify each examinee accurately and observe examinee behavior during exam administration to prevent cheating. **Do not leave the room while the exam is in progress!**

To Begin the Online Exam

- Go to ManageFirst.Restaurant.org.
- Under **"Student Resources,"** located on the bottom left side of the page, click **"Take an Online Exam."**
- Have the examinee(s) enter their web user ID and password and click **"Login."** If the examinee does not have one, select **"Create New Profile"** and complete the new user registration.
- Have examinee(s) review the exam instructions and complete the practice exam.
- Have examinee(s) check the **"I Accept"** box and enter their online exam voucher number (seat registration number). Click **"Continue."**
- The examinee(s) must complete the **"Personal Information"** section.
- The proctor enters the class access code for the appropriate exam. Click **"Start Exam."**
- When the examinee(s) have completed the exam, the proctor enters the class access code and selects **"Finish."** The pass/fail results are given immediately. However, to obtain official results and a score analysis, the exam proctor must grade the class by following instructions given on the next page.

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To Officially Complete the Online Exam

- Have examinee(s) log off from the website.
- Click **"Instructor Resource Center"** in the upper left hand corner.
- Under the **"Administer Exams"** column, click **"Monitor and Grade Online Exams."**
- Enter your user ID and password and click **"Login."**
- From the drop down box at the bottom of the page, select **"In-Progress Online."**
- Click **"View Progress"** next to the class you wish to grade.
- Scroll to the bottom of the page and click **"Grade Class."**
- To view the examinees percent scores click **"View Score Analysis."**
- If anything unusual occurs during the exam administration, including technical difficulty, send an *Irregularity Report* to ServiceCenter@restaurant.org.
- Online exam administration is now complete and certificates/results will be immediately available.

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 can access score information and/or print their certificates directly from the website.*

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.

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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 used **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
233 S. Wacker Drive, Suite 3600,
Chicago, IL 60606-6383
- Return package by utilizing an in-route traceable method to the Association's Service Center within **two business days** of the exam date.



Results/Certificates

Results/certificates are posted to the website within 3-4 business days of receipt by the Association.

Instructor/Proctor View Scores Online

Information Needed to Review Exam Scores Online

- User ID and password. (If you have forgotten your user ID and password, please email ServiceCenter@restaurant.org with your name, instructor/proctor number, title, organization, address, phone/fax number, and email address. If you are not a ManageFirst® instructor/proctor, please complete the application available at ManageFirst.Restaurant.org.)
- Results typically are available within 10 business days of the exam date for print exams. Results/certificates for online exams are available immediately following exam completion.

How to Obtain Exam Results Online

- Go to ManageFirst.Restaurant.org.
- Click **“Check Scores”** located on the top left side of page.
- Enter your user ID and password and click **“Login.”**
- Select the preferred method for searching score results by clicking on the appropriate link.

Search by Class Number

- Type class number. Click **“Submit.”**

Search by Date

- Enter the appropriate date range. Click **“Submit.”**
- Click **“ManageFirst Program (Classes Found).”**

Search by Examinee Name

- Enter the examinee's last and first name. Click **“Submit.”**
- Click **“ManageFirst Program (Classes Found).”**

Instructor Curriculum Report

- Screen shows total number of examinees, total number of examinees passed, total number of examinees failed, average class point score, and average class percent score for each class. **All information can be downloaded into a Microsoft® Excel® file.**
- Click **“Domain Scores”** at the bottom of the screen under course summary 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 **“Class Number”** to the left to access class details for a single class.

Class Score Analysis Detail Report

- Screen shows all examinees overall point and percent scores from selected class. All information can be downloaded into a Microsoft® Excel® file.
- If it is a large class and all examinees do not appear on the initial screen, select the page number at the bottom of the class detail.
- Click **“Student Details”** button across from examinee name to access **Score Analysis Report** for detailed information about an individual examinee.

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Examinee Score Analysis Detail Report

Screen shows class information, the examinee's actual percent score, and examinee strengths/weaknesses by presenting the overall percent breakdown by exam domain.



Results/Certificates

Results/certificates are posted to the website within 3-4 business days for print exams. For online exams, results/certificates are immediately available upon exam completion.

Organization Reviewing Results Online

Information Needed to Review Exam Scores Online

- You must have an **organizational user ID** and **password** to access exam scores.
- If you do not have an organizational user ID and password, contact Service Center 800.765.2122, ext. 6703 to request an Organization Web Access Form.
- Results are typically available within 10 business days of the exam date for print exams. Scores for online exams are available immediately following exam completion.



How to Obtain Exam Results Online

- Go to ManageFirst.Restaurant.org.
- Click **“Check Scores”** located on the left side of page.
- Enter your organization user ID and password and click **“Login.”**
- Click the drop down box and select the company that you wish to search results for.
- Select the preferred method for searching score results by clicking the appropriate link.



Search by Class Number

- Type class number.
- Click **“Submit.”**

Search by Date Range

- Enter the appropriate date range. Click **“Submit.”**
- Click **“ManageFirst Program (Classes Form).”**

Search by Examinee Name

- Enter the last then first name of the examinee. Click **“Submit.”**
- Click **“ManageFirst Program (Classes Form).”**

Search by Instructor/Proctor

- Click the drop down box and select an instructor or proctor.

Search by State or International

- Click the drop down box and select a state (INTL for exams given outside of US/Puerto Rico).



Organization/Instructor Curriculum Report

- Screen shows high-level view of class information, including: class number, course name, instructor, exam date, total number of examinees, total number of examinees passed, total number of examinees failed, average class point score, and average class percent score for each class. All information can be downloaded into a Microsoft[®] Excel[®] file.
- Click **“Domain Scores”** at the bottom of the screen under course summary 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 **“Class Number”** to the left to access class details for a single class.

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Class Score Analysis Detail Report

- Screen shows all examinees' overall point and percent scores from selected class. All information can be downloaded into a Microsoft® Excel® file.
- If it is a large class and all examinees do not appear on the initial screen, select the page number at the bottom of the class detail.
- Click "**Student Details**" button across from examinee name to access *Score Analysis Report* for detailed information about an individual examinee.



Examinee Score Analysis Detail Report

Screen will show class information, the examinee's actual percent score, and examinee strengths/weaknesses by presenting the overall percent breakdown by exam domain.



Results/Certificates

Results/certificates are posted to the website within 3-4 business days upon receipt by the Association for print exams. For online exams, results/certificates are immediately available upon exam completion.

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.

Submitting an Appeal Request

When to Submit an Appeal Request Form

Any instructor, candidate, or examinee denied eligibility to sit for an exam, who has failed an exam, or whose certificate or instructor/proctor privilege has been revoked, may appeal a denial or revocation by submitting a written request to the Service Center within 30 calendar days of notification of the denial or revocation.

How the Appeal Process Works

- Upon receipt of the appeal, the Service Center forwards the request with all prior documentation (if any) to the Director of Service Center or Director of Exam Development (depending on the nature of the concern) for review. The director can escalate the concern to the Certification Governing Board, if warranted, or will review and make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual who submitted the appeal within 10 days of rendering the decision.
- The decision of the director or Certification Governing Board concerning appeals is final.

How to Submit an Appeal Request Form

- Go to ManageFirst.Restaurant.org. Click "**Download Forms**" located on the left-hand side of the page.
- Click the "**Appeal Request Form**" to download and print the Appeal Request 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
233 S. Wacker Drive, Suite 3600,
Chicago, IL 60606-6383

Examinee Instructions to View Scores Online

Information Needed to Review Exam Scores Online

- Results typically are available within 10 business days of the exam date for print exams. Scores for online exams are available immediately following exam completion.
- Availability of results online is dependent upon information provided on the answer sheet.
- Class number can be obtained from the course instructor/proctor or via email if an accurate email address was completed on the answer sheet.
- If you did not provide the necessary information on your answer sheet, do not have a class number, or cannot obtain your results from the website, you will need to contact your instructor/proctor to obtain this class number and/or your score.
- The Association is not authorized to release exam score/result information or class numbers directly to examinees.



How to Obtain Exam Results Online

- Go to ManageFirst.Restaurant.org.
- Under **Student Resources** located on the lower left-hand side of page, click **“Exam and Scores.”**
- Click **“Check your Exam Score.”**
- Students should enter their user ID and password and click **“Login.”** If you do not have a log in, click **“Create New Profile”** and complete the new user registration.
- Your score results will be displayed under **“My Exams.”**
- If you do not see your class, scroll down to the box titled **“Don’t see your class?”** and enter the requested information and click **“Find Class.”**
- If you are still unable to find your class results, it is possible we may need to merge your exam transcript records. Please contact us at ServiceCenter@restaurant.org or 800.765.2122, ext. 6703 to resolve.



Examinee Score Analysis Detail Report

- To view a score analysis report, click the class ID number next to the course title.
- The screen will show class information, a student’s actual percent score, and your strength/weaknesses by presenting the overall breakdown by exam domain.
- Please note:** Your original certificate is distributed to the student by the instructor/sponsor of your class.
- Click **“Tracking”** to view when certificates/results were sent to the instructor/sponsor of your class.



Results/Certificates

Results/certificates are posted to the website within 3-4 business days upon receipt by the Association for print exams. For online exams, results/certificates are immediately available upon exam completion.

Resolving a Technical Issue

When You Have a Technical Issue

Most technical issues will include instructions on how to resolve the issue. If no instructions are provided, proceed to the instructions below.



If No Instruction is Provided

- Make note of the error by taking a screen shot and close the browser. (Ctrl+Alt+Print Screen to take a screen shot. When you are ready, right click and select **"Paste"** on your page.)
- Return the examinee to the **"Welcome Examinee"** screen and proceed with exam. The examinee will be able to continue from where they left off with their exam.
- If restarting the browser does not resolve the issue, call the Service Center at 800.765.2122 (312.715.1010 in the Chicago area), ext. 6703, and report the error so the Association may assist in resolution.
- Note any technical difficulties that occur during exam administration in an *Irregularity Report*.

Editing or Canceling an Online Exam

When to Edit or Cancel an Online Class

- You may only edit or cancel a class prior to starting an exam.

Please Note: The course exam topic cannot be changed after a class has been created. You will need to create a new class to make a course exam topic change. Students must use the exam voucher that matches the Association ManageFirst Program competency guide topic purchased. Exam vouchers are not interchangeable amongst topics.



How to Edit an Online Class

- Go to ManageFirst.Restaurant.org. Click **"Instructor Resource Center"** on the left-hand side of the page.
- Under the column title **"Administer Exams,"** click **"Schedule an Online Exam."**
- Enter your user ID and password and click **"Login."**
- Click **"Edit/Cancel Class."**
- Click **"Edit"** next to the class number you wish to edit.
- After you have made your edits, click **"Save"** at the bottom of the screen.
- If you are canceling a class, click **"Cancel"** instead of edit.
- Enter your reason for canceling and click **"Cancel Exam Request."**

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
233 S. Wacker Drive, Suite 3600
Chicago, IL 60606-6383
- Requests are processed within five to seven business days of receipt.