

### Contacts:

LRA Training information:

Alexandra Shafer (504)636-6527 [ashafer@lra.org](mailto:ashafer@lra.org)

National Restaurant Association: 864-699-6435

ServSafe: 800-765-2122



## SERVSAFE FAQ's

### When are the ServSafe Manager Classes?

All classes are scheduled from 9:00 AM to 5:00 PM unless otherwise specified. Our class schedule is located above for specific dates.

### What is the ServSafe Manager Classroom training and Exam like?

All classes are from 9 am – 5 pm; 6 hours of instruction/review and 2 hours to take the exam. The exam is 90 multiple choice questions and is available in multiple languages, large print, and an instructor version is available for those interested in becoming a ServSafe instructor for their own establishment. The instructor exam is only available in English. A passing score is 70% and above regardless of the exam type.

### How and when will I receive my certification?

ServSafe will email you directly when your exam scores and certifications are ready, usually within 7-10 business days of the exam. Your certification is always available to view and print on your ServSafe user account: <https://www.servsafe.com/access/SS/UserProfile/UserLogin>. If you are having issues logging into your account, please contact the ServSafe Service Center: <https://www.servsafe.com/Contact-Us>

Phone: (504) 636-6527

### What if I failed the exam?

The exam can be retaken within 90 days of the original test date for \$50.

You may take the ServSafe Manager exam twice within thirty days, if necessary. If a third attempt is required, you must wait at least sixty days from your last attempt. There are no more than 4 attempts in a 12-month period.

*Those attending class must sit through the full class .*

### What if I cannot make the class I registered for? Can I reschedule?

Due to the demand for this course, a \$30 fee will apply to anyone who wishes to reschedule and it must be done within 90 days of your original test date. If you reschedule for a class that is more than 90 days after your original test date, you will be charged the full price of the course again and will not receive a second textbook. In addition, you may only reschedule twice before paying the full price of the course again.

## **Can the ServSafe Manager Certification be earned online?**

The SSM course and exam can be done online (which now includes a NEW virtual proctor solution). [CLICK HERE](#) to purchase the ServSafe Manager online bundle.

## **Is the ServSafe Manager Certification required?**

Yes – it is mandated by the Louisiana Department of Health.

Please refer to the Department of Health’s Food Code: [CLICK HERE](#)

## **I already have the book. Do I get a discount?**

No. The price is bundled. Typically people either have an old book (we currently use 7th edition) or they are using someone else’s book and the answer blank that is included with the book has already been used.

## **What languages are available?**

Books are available in English, Spanish, Korean and Chinese.

Exams are available in English, Spanish, Korean, Chinese, Japanese & French Canadian. Instructor exams are only available in English.

Accommodations can be made for other languages, such as hiring an interpreter for your employee. Prior arrangements must be made for these options as specific requirements exist for each situation.

## **My certification is expired. Do I need to take the class again?**

Yes. Regardless of past certification, everyone must take the course and exam to receive a certification.

New coursework and a new exam must be passed to obtain the Food Managers Certification which is required to apply for the state certificate. Testing companies update the test material based on the most current version of the Food and Drug Administration Food Code.

## **I do not have my Course Access Code or Exam Access Code, where can I get it?**

Please call ServSafe Service Center directly at 800.765.2122 or visit the ServSafe Service Center website: <https://www.servsafe.com/Contact-Us>

## **I'm having trouble with the ServSafe website/accessing my exam/getting my score or certification/my name is misspelled on my certificate.**

Please call ServSafe directly at 800.765.2122 if you are having any issues with the ServSafe website or visit: <https://www.servsafe.com/Contact-Us>

Issues they can solve:

- Having issues with the course/exam
- Can't access the course/exam or don't have the access code
- Forgot your username/password
- Name is misspelled on your certificate
- Accessing your certificate

## **How do I become a trainer or proctor?**

[CLICK HERE](#) to become a Certified ServSafe Instructor, Registered ServSafe Proctor or Re-certified ServSafe Instructor.

## **How can I find classes in my area?**

[CLICK HERE](#) to find our calendar of in-person ServSafe Manager courses.