



## Frequently Asked ServSafe Questions

### Q. Can I take my ServSafe Manager Exam Online?

A. Yes you can take the ServSafe Manager Exam online. However, you must use a laptop or desktop with a camera and microphone as it is a live proctoring of the exam.

### Q. I cannot find my Allergen Awareness Certificate. Can you send it to me?

A. The MRA and MRAEF cannot access your online accounts to obtain your certificate for you. If you log in to your account on ServSafe.com all certifications you have received through their site should be stored in your account.

### Q. Which course should I take ServSafe Manager or Food Handler?

A. This depends on your position within your organization. Each location must always have one certified ServSafe Manager certificate holder on premise. Typically, those who obtain a ServSafe Manager certification hold the following positions: Manger, General Manager, Owner, Kitchen Manager, Shift Manager. However anyone who can pass the exam can receive the certification.

### Q. I forgot my login. Can you reset it for me?

A. Unfortunately, the MRA cannot reset your password. You will need to contact ServSafe directly at (800) 765-2122 to have the issue rectified.

### Q. What languages are the Manager course and exams offered in?

A. The online ServSafe Manger course is offered in English & Spanish. The Exam is offered in English, Spanish & Chinese. MA does offer in person English and Spanish courses as well.

### Q. Can I take a class in person?

A. Yes, the MRA partners with HR Food Safe to offer in-person courses and exams throughout the state. Click [here](#) to register for one of our in-person courses.

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**Q. Can I take the course online and exam in person?**

A. Yes, you can take the online course and in person exam. You will need to locate a proctor. The MRA offers in-person proctored exams at our office. Contact Director of Education, Jennifer Almeida, to schedule one. Email Jen at [jalmeida@themassrest.org](mailto:jalmeida@themassrest.org). Please note that there will be an additional fee to take the exam in person.