
Before Getting

Proctored

What to expect on exam day, what to bring, and what happens if you don't pass — straight answers from 20+ years of proctoring the ServSafe Manager exam.

What a proctor actually does

A proctor doesn't teach and doesn't help you study — our job is to verify your identity, administer the exam under National Restaurant Association rules, and submit your results. If you haven't studied the material yet, proctoring alone won't get you ready. That's what the self-study and instructor-led options on our site are for.

What to bring

- A valid photo ID with your signature — driver's license, state ID, passport, military ID, or employee ID.
- Your exam access code or voucher confirmation. If you added the \$39 voucher option at checkout, we've already got you covered — just bring your ID.
- Nothing else. Notes, books, phones, and bags are not allowed in the room during the exam.

Exam format

- 90 multiple-choice questions (10 of these are unscored pilot questions, though you won't know which ones).
- 2 hours to complete the exam.
- 70% correct required to pass — that's 56 of the 80 scored questions. Aim higher than the minimum in your studying; a comfortable cushion covers you on a hard day.
- Closed book — no reference materials of any kind during testing.

Session rules

- Arrive on time. Once the session starts, the exam location is closed — late arrivals may not be able to test.
- Phones, bags, papers, and any recording-capable device get collected before you sit down and stay inaccessible for the full session, including during a restroom break.
- Only one person at a time may leave for a restroom break, and you'll sign out and back in.

If you don't pass

You can retest, and there's no shame in it — plenty of candidates need a second attempt. If you booked one of our Instructing or Full Circle packages, your first-try guarantee means we'll proctor your retest for free. Proctor-only bookings can retest with us at the standard rate whenever you're ready.