



## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **When are food training classes going to be held?**

*ServSafe Manager Certification (Level 2) classes have been scheduled for the calendar year. Please visit our website at [www.greenecophoh.gov](http://www.greenecophoh.gov) to review the class schedule.*

### **How do I register for a food training class?**

*You can print the registration form available on our website ([www.greenecophoh.gov](http://www.greenecophoh.gov)) or complete a form available in the Health District's office. Completed registrations may be presented to a Health District Office Support Specialist where they will register you for the next available class and provide you with a receipt, OR you can mail in your completed registration form with proper payment to: Greene County Public Health, ATTN: Environmental Health, 360 Wilson Dr., Xenia, OH 45385.*

### **What can I do to assure my seat for a scheduled class?**

*You may mail in your registration with payment or pay directly at Greene County Public Health. The best method for ensuring you have a seat for a scheduled class is to complete your registration form and pay in person at the Health District. While we process our mail daily, if we receive your registration form/payment after a scheduled class has already been filled, then you may not be able to attend the class on the date(s) that you desire.*

### **I cannot attend the second session. Can I attend it at a later date?**

*Level 2 ServSafe® classes total 15-hrs. of class time, with another approximate 2-hrs. of exam time. Students must attend the entire 15-hrs. of class time to be eligible to take the exam. If you cannot attend the entire 15-hrs. of class time, you will not be eligible to take the exam, and you must repay to take the training course.*

### **What happens if I cannot attend a class I am registered for?**

*If you cannot attend a class that you have paid and registered for (e.g.- scheduling conflict, full class roster) and have not attended any portion of the class, then you may register to take the next available class.*

### **I cannot attend the classes. Can I get a refund?**

*Refunding of fees is not possible. If you cannot attend a class that you have paid for and are registered for, then you may register to take the next available class at no additional cost.*

### **I only need to re-certify. Can I just take the second day of a class and pay half the price?**

*If you have not completed the required 15-hrs. of class time, then you must pay the registration fee and attend the entire 15-hrs. of contact time to be eligible to take the exam. If you have completed the 15-hrs. of contact time and only need to retake the exam because you failed the first time or took an on-line course, then you only need to pay the proctor fee. To be eligible to retake the exam you must show proof of taking the on-line course or proof of taking the 15-hr. course from an approved provider. If you cannot provide documented proof, you will not be able to take the exam. After it is verified that you are eligible to take the exam, plan on arriving to take the exam when it is offered on the second day of training.*

**There is supposed to be bad weather tomorrow. What happens if the class gets cancelled? How will I be notified that the class will be cancelled and when will it be rescheduled?**

*Should any offered class be cancelled, that information will be broadcast via radio/TV similar to school cancellation announcements.*

**How long will it take to receive my ServSafe® certificate?**

*Instructions will be provided to you about how to obtain your ServSafe® certificate during the class. A general rule of thumb is approximately 2-weeks.*

**If after March 1<sup>st</sup>, the food manager has taken the Level 2 training and *has* the ServSafe® certificate but has not applied for reciprocity with the Ohio Department of Health (ODH) (and does *not* have the ODH certificate), is that a violation?**

*Each situation will be evaluated on its own merits depending upon the specific circumstances. At a minimum, the operator will be instructed to apply for reciprocity with ODH and provide documentation of such to the Health District within a specified period of time. If you have completed all of the coursework but have yet to receive your ODH certificate, you only need to provide documented proof that you have completed and passed the course during a Health District inspection.*

**If a food manager has not yet taken Level 2 training course by March 1<sup>st</sup>, is it a critical or non-critical violation? If it is a critical violation, how long will they have to take the course?**

*Managers not completing the required Level 2 training course by March 1, 2017 will be noted as a critical violation. The licensed food operation will be instructed to attend the next available class offered by the Health District or any other ODH-approved provider.*

**What do I need to bring to the class?**

*Students must bring a photo ID to verify identity which can be a driver's license, state ID, student ID, military ID, employee ID, U.S. Green Card, or a valid passport. Students should also remember to bring their ServSafe® Coursebook, completed diagnostic test, #2 pencils and a notepad. A highlighter is also recommended.*

**Can I pay by credit card over the phone?**

*This option is not currently available. Check with the Health District to see if this is a payment option available in the near future.*

**The deadline is March 1. What will happen if I don't get into a class before the deadline?**

*Managers not completing the required Level 2 training course by March 1, 2017, will be instructed to attend the next available class offered by the Health District or any other ODH-approved provider.*

**I can't attend the dates you are offering. Do you have any suggestions where I can attend the ServSafe® class?**

*The ODH maintains a list of approved Level 1 and Level 2 providers for the entire state of Ohio. The link for that list is: [Food Safety Certification | Ohio Department of Health](#).*

**What do I need to if I have special needs or accommodations?**

*The ServSafe® Food Protection Manager Certification Examination Examinee Handbook provides useful information to help you prepare for the certification exam, including those students with special accommodations. If you are an examinee that needs accommodations, please contact the Health District. There are time-sensitive requirements that will need to be met so that we can adequately respond to your special needs. You must notify the proctor a minimum of **10 business days** prior to the exam date.*

**What must I do if I removed the answer sheet from the front of my course book and I have lost it prior to taking the class? What must I do if I have misplaced my course book and cannot locate it?**

*There will be an additional cost for the Health District to provide you with a new answer sheet so that you can participate in the final exam. That fee **MUST** be paid prior to you being able to take the exam. If you have misplaced your course book you may purchase a new one from the Health District. Loaner course books are not available.*

*You may contact Greene County Public Health at (937) 374-5600 (main switchboard) or (937) 374-5607 (Environmental Health Office Support Specialist).*