Frequently Asked Questions

Who has to take the Level II ServSafe® Course?
At least one person at a level 3 or 4 food establishment must have a staff member in a managerial position who has successfully completed a Level II food safety course. The manager must be someone who is at the establishment regularly.

Where can I take the Level II ServSafe® Course?
The course is available online at www.ServSafe.com.
(If you want to take the class in a traditional classroom setting, go to www.odh.ohio.gov and search where classes are offered near you.)

How do I know what to purchase?
Once you are on the ServSafe® website, you will see several different tabs at the top of the page. Hover over the purchase tab, and then click on ServSafe® Manager. You will then click ServSafe® Manager Online Course, which is $125.00. Add the product to your cart. You will then be prompted that you need an exam proctor. Proceed to checkout, and pay for the exam.

How do I take the exam when I am finished with my course?
You can take the exam at a location scheduled with a certified proctor. The fee to take the proctored exam at Richland Public Health is $60.00. That price includes the exam and the answer sheet. You must complete the registration form, and turn in your Record of Training when you pay to take the exam.

*Remember you have to take the exam no later than 90 days after you finish the online course. Careful timing and planning ahead is of the utmost importance!*

How long do I have to complete the exam?
You have 2 hours to complete the exam.

How long is my ServSafe® Certificate valid?
Your ServSafe® Certification is valid for 5 years.

How long does it take to find out my exam results?
It takes approximately 2-3 weeks to receive exam results.

What happens if I fail the exam?
If you fail the exam, you may re-take the exam once within 30 days. If you fail a second time, you must wait at least 60 days to re-test.

Do I have to pay to take the exam again?
Yes. The health department must re-purchase exam materials as well.

How do I get my Ohio Certification Card?
The Ohio Certification Card was created by The Ohio Department of Health to register all managers who have successfully completed an approved Level II food safety class. It is a process that needs to be completed after successful completion of the ServSafe® Manager Course. You will fill out this application before your exam, and your proctor will send your information and proof of successful completion to the appropriate person at The Ohio Department of Health. Your Ohio Certification Card is a lifetime certificate.