
AHLEI

Retaking an AHLEI Certification Exam

If you did not pass your Certification Exam, you have 2 opportunities to retake the exam during your enrollment and application period. You must purchase a retake exam and you will need a proctor to administer the exam again.

To retake your Certification Exam, please contact the National Restaurant Association's AHLEI Customer Care Team to purchase your retake exam.

Email: certification@ahlei.org or

Phone: 1-800-349-0299

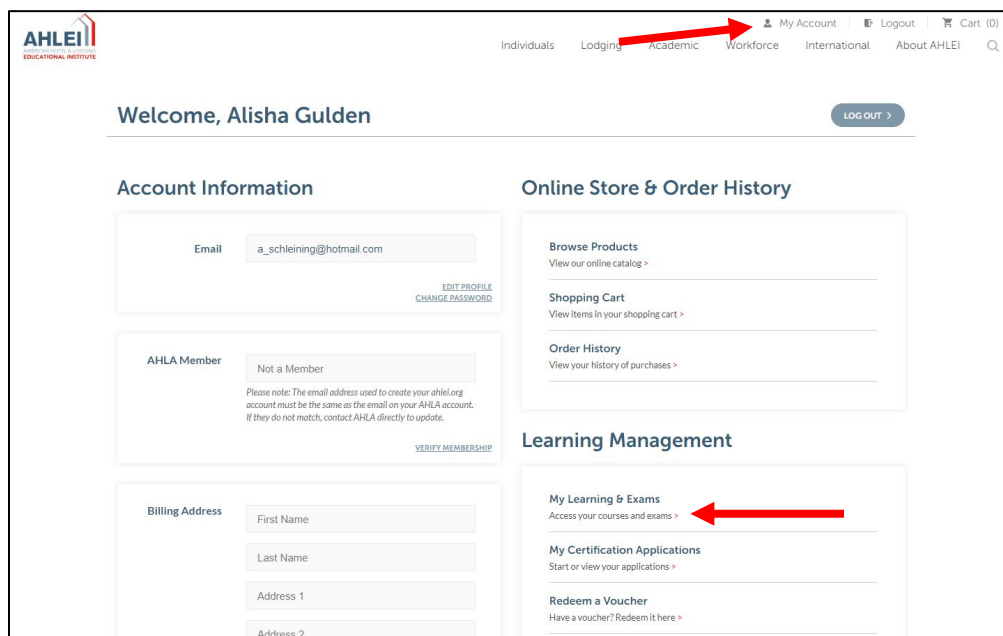
International callers +1-407-999-8100

Hours: 8:00 am – 5:00 pm Eastern Standard Time

After you purchase your Certification Exam Retake:

- You will need to schedule your exam with a Registered Proctor. We recommend using the same Proctor who may have administered your previous exam.
- If you do not have a Proctor, you are able to recruit someone within your company/organization to Proctor the exam on your behalf. Your Proctor will need to:
 - Apply to become a [Registered AHLEI Proctor](#).
 - [Schedule the Exam Session](#)
 - Send you an Exam Session Invitation Link
 - On the day of the exam, start the Exam Session

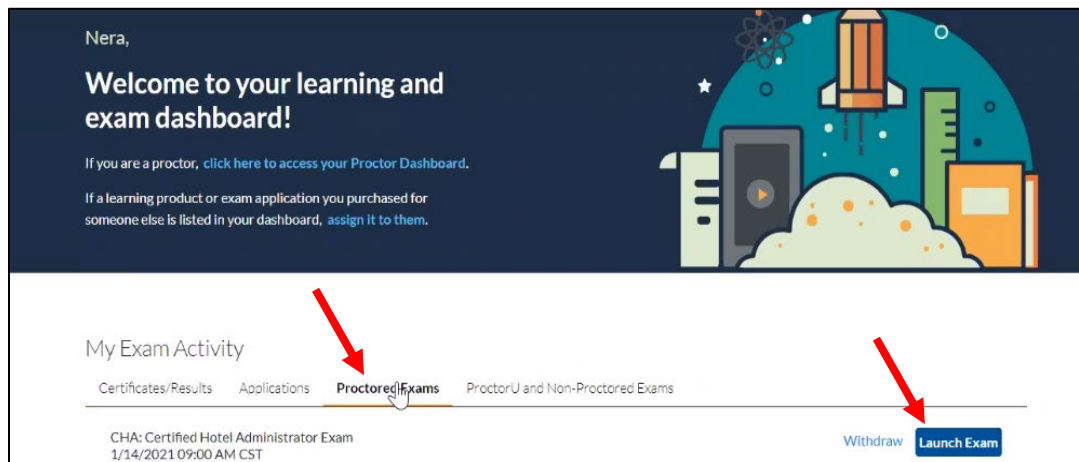
1. At the scheduled time for your exam, login to AHLEI.org and go to My Account. Under the Learning Management section in the right column and click **“Access your courses and exams”**.



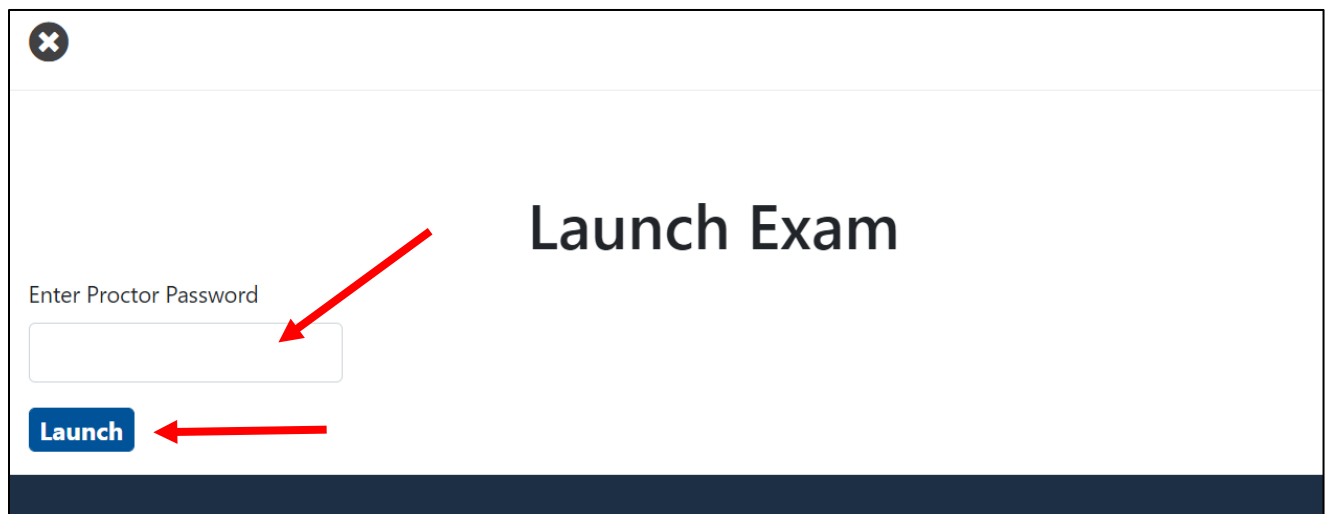
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2. Under My Exam Activity, Click **“Proctored Exams”** at the scheduled start time or when your Instructor/Proctor informs you that the exam session has started. To begin your exam click **“Launch Exam”**.

Important: In order to take an exam you must have a purchased exam in your account and you must enroll in your exam session prior to taking your exam. You will not see an exam in the Course and Exam Dashboard until you enroll in an Exam Session. Your Instructor/Proctor will provide a URL link when the exam session is scheduled, and it is time to enroll.



3. Your Instructor/Proctor will provide a Proctor Password that will allow access to the exam. **“Enter Proctor Password”** and click **“Launch”** to begin your exam.



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4. Read the Test Candidate Agreement and click **“I accept”**.

The screenshot shows the AHLEI Certification Exam interface. At the top left is the AHLEI logo (American Hotel & Lodging Educational Institute). To the right is the title 'AHLEI Certification Exam'. Below the title is a progress bar with two steps: 'HONOR CODE' (marked with a checkmark) and 'INTRODUCTION' (marked with a grey circle). A large box in the center contains the text 'Candidate Test Use Agreement' and 'I, THE CANDIDATE, HEREBY CERTIFY THAT I HAVE READ, UNDERSTAND, AND AGREE TO ALL OF THE BELOW TERMS, CONDITIONS, AND OTHER PROVISIONS'. Below this box, a smaller box contains the text 'By clicking on 'I accept' below you are agreeing to the Terms of Service above' and a button labeled 'I accept'. A red arrow points to the 'I accept' button.

5. Review the Introduction for instructions on how to navigate the exam. Your exam and the exam timer will start after you click **“Next”**.

The screenshot shows the AHLEI Certification Exam interface. At the top left is the progress bar with 'HONOR CODE' (grey circle) and 'INTRODUCTION' (checkmark). The main content area is titled 'Introduction' and contains the following text:

Welcome!

Prior to beginning this exam, please review the following information to help you move through the exam.

Each question is presented individually on a single page. The number of the question you are answering and the total number of questions in the exam are displayed in the upper left corner of the screen above the question.

To navigate through the exam, use the buttons at the bottom of the screen. To move to the next question, click the Next Question button. To go back to a previous question, click the Prev Question button.

To select the answer to the question, click the circle to the left of the answer option.

- allows you to change the size and appearance of the font. You may make the font size smaller or bigger and it can have serifs or not.
- allows you to cross out answer options that you know are incorrect to narrow your choices when selecting an answer to a question. Click it once to cross out the answer option. Click it a second time to remove the cross out.
- allows you to make notes to yourself about an item to help you work through a problem. You may review your notes before submitting the exam.
- allows you to flag an item to come back to it later. You might use this if you are uncertain how to answer the question or if you want to come back to it later and recheck your answer. To flag an item, click the at the bottom of the screen.

The Options menu above and to the right of the exam question allows you to review questions you flagged, review your notes, see a list of all the questions and the ones you have not unanswered, and submit the exam then exit the program. The review screen is displayed automatically at the end of the exam allowing you to review the items. If you flag an item, the appears on the right side of the screen. If you take notes about an item, the appears on the right side of the screen. If you did not answer a question Not answered is displayed. To return to any item (answered or not) click the on the right side of the screen.

Once you are satisfied with your answers, click the Submit button. To exit the exam, close the Internet browser.

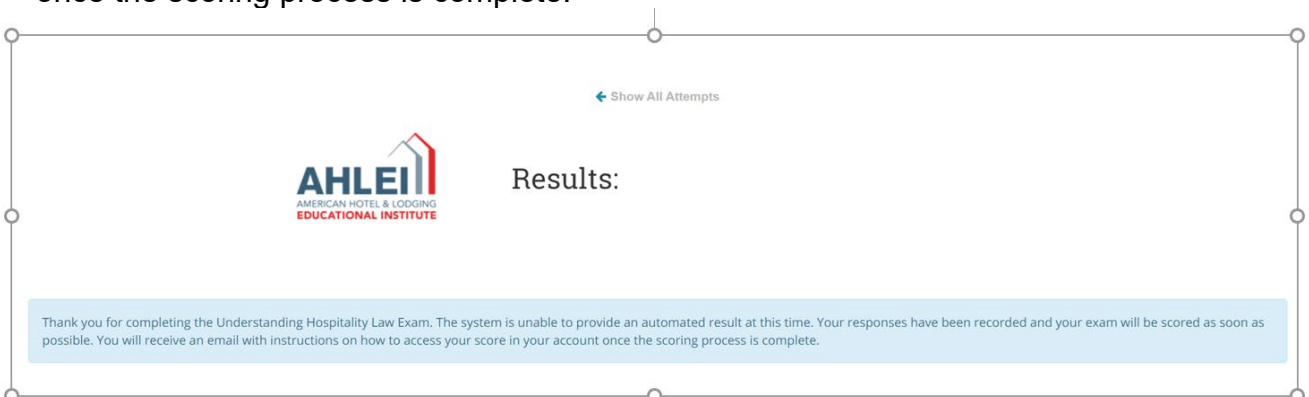
A red arrow points to the 'Next' button at the bottom right of the screen.

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6. Complete the exam in the time allotted by your Instructor/Proctor. You can use the timer in your exam session as a guide, however you must complete the exam by the time designated by your Instructor/Proctor. After the final question in the exam, click **“Submit”**.



7. After Exam is submitted you will receive notification that results will be available once the scoring process is complete.



8. After Exam is submitted you will receive notification that results will be available once the scoring process is complete. If you pass your exam you will receive a digital certificate under My Certificates/Results. You can download the PDF of your Certification and print it out.

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