

# Certified Restaurant Server (CRS)

July 15, 2016



|   |  |   |         |     |                            |          |
|---|--|---|---------|-----|----------------------------|----------|
| Certifying Organization   | American Hotel & Lodging Educational Institute (AHLEI) <a href="https://www.ahlei.org">https://www.ahlei.org</a>   |   |         |     |                            |          |
| Description of Credential   | This credential is a professional designation for successful completion of the START: Restaurant Server (CRS) training program. The program teaches how to perform key tasks, along with general hospitality knowledge and soft skills required to succeed as a food service professional in a frontline position at a restaurant or other types of dining facilities.   |   |         |     |                            |          |
| Part of which Graduation Pathways <sup>1</sup>  | <u>Integrated:</u> Hospitality, Tourism, Culinary and Retail   |   |         |     |                            |          |
| Associated with Which Careers?  | <u>5 Star:</u> General & Operations Managers in Food Service, Market Managers<br><u>4 Star:</u> Chefs & Head Cooks; Dietitians & Nutritionists; Food Service Managers<br><u>3 Star:</u> Food Science Technicians; First Line Supervisor of Food Prep and Serving Workers; Food Scientist & Technologists   |   |         |     |                            |          |
| Entry-Level annual Salaries   | \$20,190 - \$37,630  |   |         |     |                            |          |
| <b>Industry-Based Certification Requirements: Students</b>  |  |   |         |     |                            |          |
| Standard / Curriculum   | Students must complete the START: Restaurant Server training program and pass the exam.<br>a) General knowledge for all hospitality employees<br>b) Knowledge specific to the Restaurant Server position<br>c) Skills Validation List (trainer observation performance tasks)  |   |         |     |                            |          |
| Testing Methodology   | Paper?   | Yes                                     | Online? | Yes | Performance Exams / Tests? | No*      |
| Re-Testing (if available)   | Re-Testing Procedures  | Retake exams may be ordered per student |         |     | Max Attempts               | No limit |
| Testing Details (including any age requirements / accommodations)   | The exam consists of 30 multiple choice questions. The passing score for the exam is 70%. The exam must be proctored by a school instructor/ administrator and must be closed book/closed notes. Any student enrolled in the school and taking the curriculum may take the exam. Accommodations may be made for students with learning or physical disabilities as long as the exam is proctored as listed above.<br>*Performance test is not a requirement of the certification, but the CRS guidebook does provide a checklist for trainer observation as students demonstrate the tasks to meet property standards. |   |         |     |                            |          |
| <b>Industry-Based Certification Requirements: Teachers</b>  |  |   |         |     |                            |          |
| <i>Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they're teaching students to attain.</i> |  |   |         |     |                            |          |
| Instructor Certification Requirements (by certifying agency)  | Instructors can complete the START: Restaurant Server program and take the CRS exam in an online, independent learning module.   |   |         |     |                            |          |
| Proctoring / Test Security (if any)   | The test is administered online on AHLEI's secure portal and is available for the instructor upon purchase of the START: Restaurant Server program access.   |   |         |     |                            |          |

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| Certification Tracking                |   |   |          |  |   |
|---------------------------------------|---|---|----------|--|---|
| Credentialing Documentation           | Successful candidates receive an industry credential certificate and CRS lapel pin.   |   |          |  |   |
| Certification Tracking System         | Online Tracking System?   | Yes-gradebook through Moodle if taught online | Details  | AHLEI maintains all student records internally; official grade reports are provided in print to the proctor/instructor as each exam roster is submitted for grading. |   |
| Other Details                         | Expiration Timeframe?   | None  |          |  |   |
| Certification Costs / Funding Sources |   |   |          |  |   |
| Cost Details                          | The certification cost is rolled into the curriculum material. The material is offered at a discounted price for high school students and is \$45/student.<br>There is no additional exam or processing fee except for the retake as listed below.<br>For Resource Materials, contact <a href="mailto:sales@ahlei.org">sales@ahlei.org</a> or call 888-367-6211 |   |          |  |   |
| Re-test / Refund Policies             | A retake option is available for \$15. There is no refund policy through AHLEI.   |   |          |  |   |
| Funding Sources <sup>2</sup>          | CDF?  | No  | Perkins? | Yes  | Alternative Source (other than General Funds) |
| For More Information                  |   |   |          |  |   |
| Certifying Agency Contact Info        | Shelly Weir, VP Domestic Sales <a href="mailto:sweir@ahla.com">sweir@ahla.com</a> 407-999-8166<br>Regina O'Hara, Account Executive <a href="mailto:rohara@ahla.com">rohara@ahla.com</a> 407-999-8133  |   |          |  |   |
| LDE Contact                           | <a href="mailto:JumpStart@La.Gov">JumpStart@La.Gov</a>  |   |          |  |   |
| Jump Start Regional Team Experts      | TBD   |   |          |  |   |

1 – This table may not include all the graduation pathways this credential appears in. Please check the [graduation pathway](#) you are working with if you have a question as to whether or not this credential is part of that pathway.

2 – CDF = [Career Development Fund](#)