

CM1 Furniture Handling Skills Test

Name: _____

Date: _____

Directions: All answer options are written in bold below each question. Write the correct answer on a clean sheet of paper. Write the numbers for each question in columns. Make sure to put your name and date on the test paper.

1. _____ furniture is at the heart of what we do.

Handling, Purchasing, Selling

2. Although moving is a relatively simple concept it requires several different _____ and _____ to do safely and efficiently.

Words and Actions, Skills and Tools, Situations and Events

3. Without the use of professional techniques and tools you greatly increase your chance of _____.

Injury, Promotion, Inquiry

4. Because moving is high risk for _____ injuries we want to make sure that all employees learn to properly handle all types of furniture.

Front, Side, Back

5. _____ to the furniture can also be a big concern with improper furniture handling.

Garage, Damage, Manage

6. General Guidelines *Never move too quickly*. Scratches, dents, and gouges to doorways, walls, and other furniture are usually done because you are in too big of a _____.

Hurry, Problem, Situation

7. *Never slide or drag furniture* along the floor without thoroughly evaluating the _____ and the furniture.

Ceiling, Siding, Floor

8. The _____ caused by sliding a piece of furniture can loosen or break joints, chip feet, break legs etc., to say nothing of what dragging can do to the carpeting or finish on the floor.

Vibration, Ventilation, Vacation

9. Whenever possible, use _____ or carts to move heavy pieces.

Neighbors, Homeowners, Dollies

10. _____ the piece of furniture before picking it up. It's easy to get in a hurry and just grab a piece of furniture without looking it over. Take a moment and see how it is put together and if any parts are detachable or removable. Make sure you know where the best place to lift the piece is - generally along the base.

Evaluate, Elevate, Elongate

11. *Examine* the _____ and _____ you plan to take. Be careful when are carrying furniture. Some customer's homes are really difficult to get around in. So make sure the route is clear of problems, like clutter, narrow doorways, and hanging lights. Look around and make sure you know where everything is.

Room and Path, Roof and Path, Room and Street

12. In general, try not to go too fast and be very controlled. Remember: If you don't break it, it doesn't have to be _____!

Flicked, Fixed, Fenced

13. _____ trucks are one of the most practical tools that a mover can use. Using a hand truck can really save you a lot of energy and strain to your body. T

Sand, Dump, Hand

14. When loading the hand truck, don't load the hand truck too _____.

Heavy, Light, Medium

15. Most carts can handle loads up to 300-400 lbs. But, make sure you check the hand truck tires to make sure the _____ are properly inflated.

Handles, Tires, Pads

16. _____ are also a very useful tool for the mover. These carts are best used for large heavy furniture such as pianos, hutches, dressers, etc.

Piano Carts, Ox Carts, Gloves

17. The great thing about piano carts is that they fully support the weight of the item. Because items aren't being tipped, they can also be very helpful when _____ around tight corners.

Manufacturing, Maneuvering, Manipulating

18 *Two types of piano carts* 1. Standard/High Rise cart - This cart has two rubber caps at each end of the cart that are approximately 2 inches high. This cart is best suited for _____.

Patio Furniture, Styrofoam Peanuts, Pianos

19 The second type of piano cart is the H-Card - This cart has rubberized gripping on the entire top surface of the cart. It often looks like the letter "H." This cart is best suited for _____ surfaces.

Finished, Unfinished, Uneven

20. Appliance Dollies are more specialized in their use. This dolly is better suited for large and bulky furniture because of its design. The great thing about appliance dollies is that they have straps to secure the load to the cart and they have small wheels for handling _____ with greater ease.

Sidewalks, Stairs, Sunrooms

21. Appliance dollies can be used for large and bulky furniture like washers, dryers, and _____. However, they can be used for many other types of furniture as well.

Motorcycles, Refrigerators, Sportscars

22. There are two types of hump straps: 1. The _____ and the _____ hump strap.

Linen and the Satin, Clay and the Iron, Cotton and the Burlap

23. The cotton hump strap is smaller and softer and the burlap hump strap is wider and stronger. Most of the time we use the cotton hump strap. Both styles are used in the _____ way.

Same, Different, Opposite

24. Hump straps are most commonly used when lifting _____ but are versatile for other uses as well.

Mattresses, Headboards, Floor Lamps

25. Items like antique curved hutches are too tall to do a standard team lift from the bottom, too fragile to do a 45 degree team lift, and too awkward for a dolly or cart. So this type of item can be lifted by placing the _____ under the unit and each crew member lifting on each end.

Hump Strap, Appliance Dolly, Forklift

26. Just about any item can be lifted with a hump strap but it requires some common _____ and care.

Sense, Cents, Similiarities

27. If you are carrying an item that is _____ (through an area with low clearances), it is helpful to use a hump strap. This will help you keep the item low as you are going through low clearances.

Short, Medium, Tall

28. When *Solo Carrying* don't attempt to lift a piece of furniture by yourself if the item is too _____.

Light, Heavy, Medium

29. When Solo Carrying make sure your balance is good and your feet are approximately shoulder width apart, make sure you have a firm grip on the piece with both hands, as much as possible lift with your _____ and not your back.

Legs, Hair, Shoes

30. When Solo Carrying try not to _____ your body while carrying the load.

Tear, Torment, Twist

31. Carry as _____ as you can without risking damage to home or the items.

Little, Much, Medium

32. Plan your path carefully and make sure you can see well enough to avoid tripping or running into something. Always be aware of loose items, drawers, and doors that can fall out or _____ and cause damage.

Melt, Freeze, Come Open

33. Walk as smoothly and evenly as you can. Pay attention to the condition of the ramps - during rainy or winter conditions, they can become very _____.

Slippery, Sticky, Medium

34. _____ can be utilized whenever a piece of furniture is too large or bulky to handle by yourself.

Power Lifting, Fork Lifting, Team Lifting

35. It usually works best to team lift with crew members that are about the _____ size as yourself.

Same, Different, Opposite

36. Let one person be responsible for the control of the action. If one worker lifts too soon, shifts the load, or _____ it improperly, it can easily cause injury.

Throws, Drops, Lowers

37. It's helpful for partners to _____ each other as they are lifting furniture.

Mirror, Insult, Ignore

38. Team carrying needs to be done with one person walking backwards and the other frontwards. Make sure that the person walking backwards is _____ in doing so. A novice will most likely not have the proper control to do this correctly.

Inexperienced, Experienced, Ignorant

39. Make sure you have a good grip on the item the entire time you are carrying it. If possible, hold the item as _____ your body as possible - usually about waist high.

Far from, To the left of, Close to

40. _____ with your partner as necessary for things like difficult corners, tight doorways, low overhangs, etc.

Communicate, Argue, Lift

41. Carry with good balance. If both crew members are matching the amount of weight in each of their hands, it is very helpful. Not doing this will usually strain one arm or hand unnecessarily. Carry smoothly.

True or False

42. Both crew members should match each others' rhythm and pace. This is not any easy technique for some individuals. You can tell if you or your partner is not walking smoothly if you feel the item bouncing or continually bumping into your body. A good mover will walk very smoothly and effortlessly.

True or False

43. When walking up steep inclines, steps, or ramps, don't move too quickly. Let the team member who is going backwards set the pace.

True or False

44. With a Standard Lift - Each team member positions himself at each end of the item and lift the item from the corners of the base. As you carry the item, tilt the item slightly to the back to keep doors or drawers from _____.

Coming Open, Twisting Off, Rolling Down the Ramp

45. With a Tilt Lift - Each team member positions himself at each end of the item and tilts the item to the _____ by about 30-45 degrees.

Front, Back, Side

46. Also with a Tilt Lift each crew member lifts from the front bottom corner and the top rear corner of their end of the item.

True or False

47. Also with a Tilt Lift once the item is lifted to waist height, both crew members should readjust and move the hand position to have both hands at the bottom corners of the unit.

True or False

48. Also with a Tilt Lift, when setting the item down, the process is done _____.

In Reverse, Inside Out, Upside Down

49. One reason the "Tilt Lift" is preferred by some movers is because it can keep you from having to _____ as far to lift. However, the "Tilt Lift" is essentially the same as the "Standard Lift."

Jump Up, Spin Around, Bend Down

50. With the 45 Degree Lift - Each team member positions himself at each end of the item. One team member lifts his end of the item to 45 degrees towards the other team member.

True or False

51. Also with the 45 Degree Lift the first team member lifts the item on the high end of the item and the other team member lifts from the low side of the item.

True or False

52. Also with the 45 Degree Lift, this method can be very helpful on stairs or ramps because the angle of the item carried will match the angle of the stairs and it often gives you more _____ room.

Arm, Leg, Living

53. Whenever possible you should try to cart boxes with the _____ to avoid possible injury.

Dump Truck, Appliance Dolly, Hand Truck

54. However, sometimes the most practical way to move cartons is to _____ them.

Carry, Roll, Slide

55. _____ are the most common area that you will want to consider carrying boxes.

Skyways, Staircases, Sidewalks

56. When carrying a Wardrobe Carton it is usually best to carry it on your _____.

Head, Knee, Back

57. When using a hand truck make sure the load is located on the _____ of the cart and well balanced.

Left, Right, Middle

58. When using a hand truck, sometimes you may need to have a staging area for loading or you may need to _____ an item by hand before you load it onto a hand truck.

Replicate, Regurgitate, Reposition

59. When using a hand truck, place the load so that it will not slip, shift, or fall. Keep the center of gravity of the load as low as possible by placing heavier objects below the _____ objects.

Lighter, Shinier, Rounder

60. When using a hand truck, load the item that you are carting by gently tipping the item _____ with one of your hands and gently pushing the hand cart under the item with your foot and other hand.

West, East, Forward

61. When using a hand truck and you are loading on a finished floor, it is critical that you do not _____ the floor as you are sliding the cart underneath the item.

Scratch, Polish, Shine

62. When using a hand truck on a finished floor it is critical that you don't scratch the floor. This is accomplished by gently _____ the lift plate of the cart off of the ground as you roll it underneath the item. This will take practice.

Scraping, Lifting, Dragging

63. Moving with the hand truck is easier if you follow these points. Push the load so that the weight will be carried by the _____ and not by your arms.

Axle, Handles, Ramp

64. When using a hand truck, if you feel a lot of weight on your arms, you are probably not balancing the hand truck properly. Readjust until you are allowing the truck to support most of the _____.

Wait, Weight, Whey

65. Most of the time you should push the hand truck rather than pulling it.

True or False

66. When using a hand truck, if you are going up a flight of stairs you obviously have to go backwards.

True or False

67. When using a hand truck we recommend that you cart heavy items up the ramp by going _____.

Upside Down, Sideways, Backwards

68. As you are carting with a hand truck, always evaluate your best path. Avoid clutter and potential difficult and dangerous areas. Thresholds, bumps, and the base of ramps should be dealt with carefully to avoid damage to the load.

True or False

69. When using a hand truck hit uneven areas at full speed. Speed up and go over these areas as fast as possible.

True or False

70 Don't go too fast with hand trucks. Damage to a load or to the customer's property is easy to avoid if you operate the cart at a reasonable speed.

True or False

71. Always be aware of tracking mud, dirt, or grease into the customer's home. Hand trucks are notorious for tracking onto _____.

Dark Linoleum, Light Colored Carpets, Fresh Mowed Grass

72. Some hand trucks can also leave tread marks on light colored carpet. This is especially noticeable when you _____ on the carpet with the cart.

Turn, Roll, Sit

73. The best way to avoid tracking is to lay out floor protection on the traffic areas.

True or False

74. Unload the load the hand truck in the area that you desire but make sure it makes sense. Don't place it in an area that will get in the way of other workers or the customer.

True or False

75. As you unload the item from the hand truck, gently tip the item forward with one hand; then push the top of the cart forward with the other hand, while pulling the base of the hand truck out with your foot under the axel of the hand truck.

True or False

76. Gripping the hump strap is accomplished by doing the following: First. grip the strap with the hand you are going to carrying with.

True or False

77. Secondly, while gripping the strap, wrap the excess strap around your wrist as many times as you need to get down to the proper lifting height.

True or False

78. Thirdly, re-grip the strap again. This method will give you a good grip and evenly distribute the weight of the item between your hand and wrist. If it is a heavy item you will find this more comfortable than just gripping the strap once.

True or False

79. Loading an item onto the hump strap will vary depending on the item.

True or False

80. Lifting an item onto a hump strap is done by first laying out the hump strap and then lifting the item onto it. This method is most commonly used when moving a _____.

Hand Truck, Wardrobe, Mattress

81. Placing a hump strap under an item that you don't lift usually includes hutches, chests of drawers, washers, and dryers. The item can be _____ slightly to allow the hump strap to be slid under to get it placed.

Tipped, Dropped, Bounced

82. When Carrying with the Hump Strap, if the lead partner is using his left hand, then the other partner should use his _____.

Left, Right, North

83. Keep movement smooth and controlled. Carrying with a hump strap requires a lot more _____ than a cart or dolly.

People, Money, Control

84. Using a hump strap requires quite a bit of _____ to be used effectively so utilize this option with care.

Practice, Practice, Practice

85. Make sure your name and date are on the top of the first page of the test or answer sheet. Also place your initials on any extra page if present.

This is the end of the CM1 Furniture Handling Skills Test. When Finished please give it to your supervisor.

Thanks

[Return to CM1 Training Manual Table of Contents](#)