

# CM1 Job Procedure Skills Test

Name: \_\_\_\_\_

Date: \_\_\_\_\_

*Directions: All answer options are written in bold below each question. Circle the correct answer. Make sure to put your name and date on the test.*

1. As a Level One Crew Member it is very important you know what you **should do** and what you \_\_\_\_\_ do.

**Should Not, Could Not, Wood Knot**

2. When at the Job-Site your main concern is to do what the \_\_\_\_\_ tells you.

**Doorman, Neighbor, Foreman**

3. The level one Crew Member should NOT carry on a \_\_\_\_\_ with the customer and should NOT goof around.

**Compensation, Conversation, Contrition**

4. If you ever run out of things to do then quickly and quietly ask another more experienced Crew Member or ask the Foreman (but be careful you are not \_\_\_\_\_ the Foreman who may be very busy with the customer or overseeing the job.)

**Interjecting, Interacting, Interrupting**

5. Level One Crew Members need to be able to do three main things related to the Job Procedure. Write or circle the correct options.

**Understand Job Procedure, Lead Walk-Throughs, Truck/Equip Prep, Goof Around, Basic House Prep**

6. Overall Understanding of Job Procedure means to have a mental awareness of the overall Job Procedure (even though much of it you \_\_\_\_\_ do)

**Don't, Should, Will**

7. **Truck/Equip Prep** means to be able to prepare the truck and \_\_\_\_\_ for the job.

**Shipment, Furniture, Equipment**

8. Basic House Prep means to be able to do basic house preparations for the \_\_\_\_\_.

**Warehouse, Job, Ride Home**

9. Every job that is conducted follows a basic 6-Step procedure:

1. Getting Started

2. Arriving at the Job-Site

3. Job-Site Prep

4. Moving

5. \_\_\_\_\_

6. \_\_\_\_\_

**Reloading and Finishing the Job, Unloading and Finishing the Job, Unloading and Quitting the Job**

10. When Getting Started there are four main things that need done: Arrive at the Warehouse, Pre-Trip Inspection, \_\_\_\_\_, and Depart for the Job-Site.

**Pre-Dawn Prep, Pre Launch Prep, Pre-Job Prep**

11. Always leave office to arrive at job-site \_\_\_\_\_.

**On Time, 5 minutes late, Unprepared**

12. If you are on long distance move arrive cleaned up and ready to \_\_\_\_\_.

**Eat, Sleep, Work**

13. When arriving at the Job-Site all customer relations are handled by the \_\_\_\_\_.

**Crew Members, Foreman, Homeowner**

**14. When doing Walk-Throughs:** The foreman and a maximum of 4 crew members will go through the house to learn of specific needs of the customer. The level one crew member should follow at a short distance making sure not to get in the way of the foreman and customer. In general if you have any \_\_\_\_\_ ask them from another crew member or foreman after the walk-through.

**Donations, Suggestions, Questions**

15. Home Prep: The foreman will tell which crew members to prepare which items in the residence. As a level one crew member you will need to be able to do \_\_\_\_\_.

**Basic Office Prep, Basic House Prep, Basic Yard Prep**

16. \_\_\_\_\_ is designed to protect heavy traffic areas in the home during the move.

Level one crew members are trained and able to take care of this when asked.

**Basic Floor Covering, Advanced Floor Covering, Basic Sidewalk Covering**

17. For Carpets: \_\_\_\_\_ or cardboard will be fit to size and taped to carpet areas in heavy traffic area. Level one crew members are trained and able to take care of this when asked.

**Carpet Catchers, Floor Flickers, Rug Runners**

18. Carpeted Stairs: \_\_\_\_\_ or special floor tape is used to cover carpeted stairs.

Level one crew members are trained and able to take care of this when asked.

**Plywood, Rug Runners, Packing Tape**

19. For \_\_\_\_\_ protection they are typically covered with pads or skins secured with tape or bands. Level one crew members are trained and able to take care of this when asked.

**Barrister, Privacy Fence, Bannister**

20. Door \_\_\_\_\_ Protection: Special protectors are available on each trailer. Level one crew members are trained and able to take care of this when asked.

**Threshold, Window, Jamb**

21. Advanced Floor Covering include Entry Ways/Hard floors and Wooden Stairs: Either cardboard fitted and taped or no covering. Not a level \_\_\_\_\_ procedure.

**One, Two, Three**

22. When prepping the doors to Truck/Trailer they must be opened and properly \_\_\_\_\_.

Level one crew members are trained and able to take care of this when asked.

**Secured, Sedated, Severed**

23. \_\_\_\_\_ are placed and secured to truck, steps, decks and porches as directed by the foreman.

Level one crew members are trained and able to take care of this when asked.

**Rentals, Wraps, Ramps**

24. \_\_\_\_\_ should be unloaded and organized in a garage or living room.

Level one crew members are trained and able to take care of this when asked.

**Prepping Devices, Rotating Tools, Packing Supplies**

25. For Pads you should set up \_\_\_\_\_ in large room, garage, or outside.  
Level one crew members are trained and able to take care of this when asked.

**Position, Station, Module**

26. For \_\_\_\_\_ Fold all pads and skins according to procedure, clean up strap box according to procedure, sweep out the trailer, dispose of trash.

Level one crew members are trained and able to take care of this when asked.

**Cheer Up, Transition Phase, Clean up**

27. Furniture Prep involves all aspects of preparing the furniture to be loaded: dis-assembly, stretch-wrapping, and \_\_\_\_\_.

**bedding, padding, tooling**

28. Loading the Truck is to be done in an orderly process as directed by the \_\_\_\_\_.

**Homeowner, Threeman, Foreman**

29. For Departure from Origin: As directed by the foreman. Equipment should be properly loaded. Home prep items should be removed properly. A walkthrough is performed by foreman and the customer. \_\_\_\_\_ (if applicable) should be completed by the customer and the job foreman.

**Yardwork, PaperPrep, Paperwork**

30. When Unloading at Destination Job-Site this Should closely resemble the arrival at the \_\_\_\_\_.

**Origen, Oregon, Organ**

31. When Unloading: Foreman or loader oversees the unloading. Generally un-pad on the truck, keep the floor swept and clean, crew members share the hauling responsibilities \_\_\_\_\_.

**Personally, Squarely, Fairly**

32. For Finishing the Job and Departing from Destination Job-Site: this is Led by foreman, follow the same process as departing from the origin but including paperwork and collection of \_\_\_\_\_, post-trip inspection, final customer relations.

**Extras, Payment, Pavement**

33. When Arriving at our facility: fuel vehicle if necessary, park properly, cab clean-up, pads folded, equipment secured and accounted for, necessary truck/trailer \_\_\_\_\_, debris removal from truck/trailer, paperwork completed accurately by job foreman and returned to office, vehicle secured and locked.

**Maintenance, Manpower, Countenance**

34. Basic Home Prep includes a variety of options to help \_\_\_\_\_ the customer's property during the move.

**Prevent, Pro-Rate, Protect**

35. The \_\_\_\_\_ should be given the option to choose how much, if any, preparation they would like done to their home.

**Customer, Neighbor, Foreman**

36. Home preparation should be performed by the crew as follows; the job foreman should inform the customer of their options after the walkthrough is completed. The options that the company provides are floor covering, stair protection, \_\_\_\_\_ protection, and door jamb protection.

**Banishment, Bannister, Roadster**

37. When prepping rug runners it's important to use enough \_\_\_\_\_ to avoid the runners from coming up too easily.

**Cardboard, Rope, Tape**

38. Used \_\_\_\_\_ can also be used to cover carpets. This can come from used mattress cartons or used mirror packs work the best.

**Plywood, Paper Towels, Cardboard**

39. \_\_\_\_\_ often take a lot of wear during a move. Proper protection can keep stairs in great condition.

**Hand Trucks, Crew members, Stairs**

40. Door jamb protectors can help prevent damage but sometime they can \_\_\_\_\_ the width of the doorway too much.

**Increase, Decrease, Release**

41. When prepping the for a job do not leave truck/trailer doors \_\_\_\_\_.

**Unsecured, Locked, Secured**

42. When prepping truck and equipment truck ramps should be removed and placed first.

**True or False**

43. Most trucks will use 14 ft \_\_\_\_\_ ramps for the main ramps.

**Triple, Split, Single**

44. Regardless of the size of the main ramps, they should be placed and secured in a \_\_\_\_\_ manner.

**Safe, Lose, Medium**

45. \_\_\_\_\_ ramps are available on each of the trucks. These ramps can be used in a variety of ways to improve the jobs efficiency.

**Australian, Auxiliary, Half Pipe**

46. Two ft. ramps are best used for inclines of 12 inches or less such as \_\_\_\_\_ or 2 step porches.

**Threefolds, Handholds, Thresholds**

47. \_\_\_\_\_ ft ramps are best used for inclines of 24 inches or less such as the deck of the trailer, or 2-3 step porches.

**Forty, Forty-four, Four**

48. \_\_\_\_\_ foot ramps are best used for inclines of 40 inches or less, such as the deck of the trailer, ramp into the truck, porches, or decks.

**6-8, 628, 68**

49. Ramps can sometimes damage the surface they are sitting on. If the customer's property is at risk, it is best to put some protection between the ramp and the surface. Typically, cardboard or \_\_\_\_\_ works best.

**a hand truck, a wardrobe, a skin**

50. Unloading packing supplies do not allow cartons to get buried behind other packing supplies, place surplus cartons in an alternate location such as garage or back of trailer, keep tape gun bag and tape box centrally located as well.

**True or False**

51. If Toolbox is needed it should be unloaded and placed near the entryway of the house and inform the rest of the crew of its location (be aware that it is not places on surfaces that could be damaged, such as wood surfaces that could be scratched or light carpet that could be -----.

**Scolded, Soiled, Sanitized**

52. A pad station should including the following; stack of pads, stack of skins, assortment of rubber bands, and -----.

Roll of Paper Towels, Roll of Carpet, Roll of Tape