

Kearney Moving Professional Standards Test

Directions: Put your name and date somewhere at top of the page. Then read each question and circle the correct answer. Answer options are in bold under each question.

1. A crew member must believe in and uphold Kearney Moving's Mission and General Policies.

True or False

2. Our Mission Statement is to _____ every customer with an incredible moving experience that is worth bragging about.

Offend or Impress

3. Our Core Values are summed up in three words write the correct **three** from below.

Quality, Quantity, Sacrifice, Certainty, Quitting, Interrogation, Integrity, Intelligence, Service

4. Crew Member must Always treat customers and employees respectfully.

True or False

5. Crew Member should always be aware that we are being hired as professionals. They should not behave in a way that would not fit in with normal professional conduct. No excessive goofing off, etc.

True or False

6. While on the job it is okay to use swear words or any reference to God, Jesus, or Christ outside of a religious discussion.

True or False

7. Lewd conversation is prohibited. Refrain from discussions involving vulgar subjects, sexual subjects, drugs, alcohol, partying, and the like.

True or False

8. When are racial slurs or discrimination allowed.

Always, Sometimes, Never

9. Always get permission if using the customers property, like the bathroom, water, etc.

True or False

10. If listening to music on the job sight keep it at a reasonable volume and do not listen to music that may be considered offensive.

True or False

11. When not on the job-site it is okay to be disrespectful to the employer, foreman and co-workers

True or False

12. As professionals we should keep on task with minimal wasting of time, or goofing off

True or False

13. All property of Kearney Moving is to be treated with professionalism and _____.

Revenge, Resistance, Respect

14. Company vehicles and facility are available to _____ level employees only and on a case by case basis.

Foreman, Foreign, Faster

15. If listening to music in vehicles or in KMS facilities the volume should be at a professional/appropriate volume. Music choice is to be appropriate and _____.

Non-abrasive, Non-attractive, Non-offensive

16. Always Arrive on time as instructed

True or False

17. Contact foreman or owner ASAP if you will be more than _____ late.

5 minutes, 5 hours, 5 days

18. Consistent tardiness may be cause for reprimand or _____

Toleration, Torque, Termination

19. Unexcused absences may be cause for _____ or termination

Retrograde, Reservation, Reprimand

20. Employees who are left due to tardiness may travel to the job site at their own expenses or possibly forego hours for that day. Mileage will not be reimbursed.

True or False

21. When recording hours write down exact start time and stop time each day (use _____time)

someone's watch, a clock on the wall, cell phone

22. Crew Members should write down unpaid breaks

True or False

23. Crew members should write down Atlas hours or regular hours

True or False

24. Crew members should write down vacation or holiday pay

True or False

25. Vacation and holiday pay does not apply to overtime hours

True or False

26 For time off crew member don't have to fill out a time off request form

True or False

27. For time off Kearney Moving prefers to have at least _____notice unless it is an emergency

One week, One day, One year

28. Smoking is required for employment with Kearney Moving

True or False

29. Chewing tobacco is encouraged on the job-site

True or False

30. Use of illegal drugs is _____

Productive, Prohibited, Proliterate

31. Alcohol is not to be consumed while on duty.

True or False

32. Any employee that smells like alcohol around a customer will be dismissed and be considered in violation of policy.

True or False

33. Drinking alcohol is allowed in moderation for employees that are over the road, but only when _____ and of legal age.

Off Duty, On Duty

34. Accepting alcohol as a gift from the customer to be taken home is allowed for employees over the age of 21 years only if they are able to transport it personally (Kearney Moving cannot transport alcohol that is given as a gift.)

True or False

35. No under aged drinking.

True or False

36. Random drug screens will be performed and employees that test positive may be disciplined or terminated

True or False

36. Cell phone use is allowed if _____related.

Personal, Business

37. If an employee uses cell phone consistently for work purposes they are eligible for _____.

Reimbursement, Reinvention

38. Personal use of cell phone is allowed during _____ and while traveling.

Breaks, Breakfast

39. If it is an emergency or important phone call we will make an exception but be sensitive to the team.

True or False

40. Ask the foreman for permission to use a cell phone.

True or False

41. The company will allow up to 10 personal text messages during the work hours as long as the texts take less than 30 seconds each. Texting that exceeds this should be taken off of your time at the end of the day.

True or False

42. Texting during travel time has no restrictions for non-drivers.

True or False

43. Texting should _____ affect a team effort.

Never, Always

44. Texting is _____ for drivers of any company vehicle.

Prohibited, Provided, Professional

45. Talking on a cell phone without a hands free device is _____ for drivers of any company vehicle.

Prolonged, Prohibited, Predictable

46. Personal listening devices are allowed during ride time. They are allowed on the job site if it does not distract from work or the team.

True or False

47. With personal listening devices we typically recommend keeping one ear available at all times.

True or False

48. Crew members should keep busy with work while on the clock

True or False

49 Crew Members should maintain a good work pace

True or False

50 Crew Members should stay focused on the job

True or False

51 Crew Members don't need to have the ability to work with different types of people

True or False

52 Crew Members should control their emotions and not allow _____to become a noticeable problem

Anger, Algeria, Animosity

53. Never hide damage to house, furniture or equipment

True or False

54. Never promise something to a co-worker or customer that you won't do

True or False

55. It's okay to steal a little time by falsifying time cards, everybody does it.

True or False

56. It's okay to waste time by doing nothing when you should be working

True or False

57. How do you feel about the following three statements about Crew members:

- show up to work on time
- do what you are asked to do with timeliness and thoroughness
- complete tasks as you are expected to do

Agree, Disagree

58 A crew member should not have a _____attitude about the job

Compressed, Compromising, Complaining

59. A crew member should always leave the warehouse or job site without making sure all work is completed

True or False

60 What do you think about the following statements:

- don't have the mindset of trying to get off of work as soon as possible
- show a willingness to do the work you are asked to do with professional courtesy

Agree, Disagree

61. A crew member should not be arrogant

True or False

62. A crew member should not be a 'know it all.'

True or False

63. A crew member should not have an attitude of wanting to know what to do and how to do it better

True or False

64. A crew member should not be able to take written and verbal instruction well

True or False

65, A crew member should strive to _____ a positive work environment

Destroy, Maintain, Ignore

66. A crew member should refrain from _____ talk.

Positive, Negative, Neutral

67. A crew member should refrain from a hot temper, pouting, and other negative attitudes

True or False

68. A crew member should strive to get along with _____ members of the team

Some, No, All

69. A crew member should not be argumentative

True or False

70. A crew member should promote an enjoyable work environment by looking for ways to promote

Distractions, Demotions, Unity

71. The best crew members are always rude and vulgar

True or False

Answer true or false to the following statements about crew members:

72. Must wear company shirt while on job site

True or False

73. Pants, jeans or shorts are acceptable - no tears, rips, holes, or baggy

True or False

74. Always wear sandals or similar footwear on job site

True or False

75. Ball caps are allowed - but no inappropriate messages or advertising of alcohol

True or False

76. Head bands are also allowed if they are a solid dark navy blue that is similar to the company colors

True or False

77. Must never be willing wear company I.D. badge as requested

True or False

78. Do not wear company shirts when off duty to bars, night clubs, or similar venues

True or False

79. Dress code does not apply with maintenance and mechanical work.

True or False

80. All male employees cannot wear _____ jewelry

Pierced, Pickled, Partitioned

81. Crew members must keep _____ personal hygiene

Average, Good, Yearly

82. Male employees should keep _____ well trimmed and clean cut

Skin, Feet, Hair

83. _____ hair is allowed but must be kept well trimmed

Facial, Facade, Fantastic

84. Pay scale - pay rates are set by management on a per employee basis

True or False

85. Each new hire will have a 1 week trial period or 40 hours to determine their continued employment with the company

True or False

86. Full-time status is anyone who is non-seasonal and working 35+ hours per week

True or False

87. Part-time status is anyone who is seasonal and or working less than 35 hours per week

True or False

88. Raises/promotions/bonuses are based on performance, knowledge, ability, and qualifications
True or False

89. Regular evaluations will be performed on to determine pay raises, promotions, bonuses
True or False

90. _____ (at their discretion) may make bonuses & incentives available to employees
Employers, Employees

91. Paid holidays, paid vacation, and personal days are available for _____time employees only and is determined on a per employee basis
Full, Part

92. Holidays off are New Years Day, 4th of July, Thanksgiving Day, Labor Day, Memorial Day, and Christmas Day
True or False

93. Paid holidays are determined on a per employee basis
True or False

94. Have you read and understand the following statements?
Insurance allotment

- Available for full time employees
- Must be employed for 2 months before insurance reimbursements begin
- Insurance allotment is determined on a per employee basis
- Exceptions to these amounts will be made by owners

Yes, No

95. Have you read and understand the following statements?
Retirement Plan

- Company offers a matching IRA
- It will be available to full time employees only
- Must be employed for 2 months before employees can start contributing

Yes, No

96. Have you read and understand the following statements?
Reimbursement

- For legitimate use of personal property for company use
- Company will approve reimbursements on a per employee basis.
- Typical reimbursements are cell phones, mileage on personal vehicles, and personal tools
- Cell phone use reimbursement is \$5.00 - \$30.00 per month for approved employees

Yes, No

97. Have you read and understand the following statements?

- Use of personal vehicle is \$.40 per mile
 1. Use of personal vehicle must be approved by owners prior to use
 2. If an employee drives to the job site for personal reasons or for convenience, mileage will not apply .
 3. If a personal vehicle is used to travel to a job site in the Kearney city limits it is not reimbursable mileage.
 4. If a company vehicle is used for a line driver out of town it is the responsibility of the employee to get gas money from the driver to be paid to the business
 5. If an employee uses their own vehicle to get to a line driver they will not be reimbursed by the company for mileage. Get gas money from the driver

Yes, No

98. Kearney Moving pays OT on hours over 40 per week

True or False

99. Each pay period starts on a Monday

True or False

100. Weekend pay and holiday pay will not always be overtime pay, owners will inform employees on a job per job basis

True or False

101. On an average work day crew members are allowed _____ minutes of paid breaks

20, 60, 90

102. Partial work days get _____paid breaks

0, 10, 11

103. Breaks are to be taken at the discretion of the _____

Crew member, Foreman

104. Paid breaks are void on days that include travel time that exceeds _____ for non driver

1 hour, 10 hours, 24hours

105. Any employee wishing to take an extra break for any reason must get permission from owner/foreman. These breaks will be _____.

Unpaid, Paid time and a half

106. Large tips received at the destination should be appropriately divided amongst the entire crew that worked on the job unless the customer specifically divides it up for each crew member

True or False

107. Small tips do not need to be divided but try to be respectful of co-workers

True or False

108. Tips specifically given to crew members do not need to be divided up

True or False

109. If customer is giving items away the _____ has full discretion over the situation.

Crew Member, Job Foreman, No one

110. Any disagreement between crew members is to be resolved by _____

Crew Member, Job Foreman, No one

111. If anyone receives items make sure to _____ the customer

Thank, Ignore, Pay

112. Items may be stored at warehouse for free one week if room is available

True or False

113. Clutter Patrol jobs are not considered give-aways and may not be taken. These items are property of KMS and will be sold.

True or False

114. All moving time (traveling or working) that takes place in Nebraska and a 250 mile radius of our home office can be counted as regular hours and qualifies for OT pay

True or False

115. Any employee that is on a job that exceeds what is considered long-distance will be paid \$8.00-\$10.00 per hour for ride time/sleeper berth time

True or False

116. Have you read and understand the following statements?

- Meals

1. employees are expected to bring their own lunches unless otherwise instructed
2. company will pay for necessary meals on extended work days or over the road jobs

Yes, No

117. Lodging expenses over the road are determined on a per trip per employee basis

True or False

118 Have you read and understand the following statements?

Employees are expected to help with fuel stops if needed wash windows

1. clean trash out of cab
2. check tires
3. check oil

Yes, No

119. Have you read and understand the following statements?

- Logging hours/mileage when traveling outside of 250 mile radius

1. keep track of hours for ride time and labor and get foreman approval at the end of each trip
2. time starts when employee arrives at the job site
3. time stops when the employee leaves the job site

Yes, No

120. Concerning Layoffs/Cutbacks have you read and understand the following statements?

- Company will divide hours to employees based on:

1. employee ability
2. seniority
3. employee attitude
4. employee need
5. owner discretion only

Yes, No

121. Layoffs/Cutbacks may occur during periods of the year that are seasonally slow

True or False

122. Correction is a vital part of any organization. The purpose of correction is to help employees learn the professional behavior and procedures

True or False

123. Have you read and understand the following statements?

- As a company we want employees to have a clear understanding where they can improve.
- Correction is primarily directed towards violation of policy.
- Violation of policy may be intentional or unintentional. Either way we want to see policy followed properly.

Yes, No

124. Have you read and understand the following statements?

- We will inform employees of areas that need correction in the following ways.
 1. Verbal correction – this form of communication will be done on the job sight or in an evaluation.
 2. Written correction are to be taken seriously and can often be potential grounds for termination
 3. Evaluations are done on a periodic basis to give you a more thorough look at your performance.
 4. Evaluations can be a good time to discuss different issues of concern or frustration that you may have. It also gives us as the employer an opportunity to help you where improvement is needed

Yes, No

125. Have you read and understand the following statements about termination?

- Reasons
 1. insubordination
 2. lack of work
 3. stealing of company property
 4. dishonesty or being untrustworthy
 5. not able to meet company expectations
 6. not working well with co-workers
 7. negligence that endangers co-workers, public, and company property
 8. any discussion or request of another employee's pay rate or bonus is cause for termination. Moneys received from rewards are free to be discussed.
 9. any action or attitude determined by owners unworthy of employment but not listed above

Yes, No

126. Extreme violation of policy may result in immediate termination to be done in writing and/or verbally from one of the owners

True or False

127. Less extreme violation of policy are as follows:

- 1st a verbal warning confronting the issue
- 2nd if unresolved a written warning confronting the issue
- 3rd termination in writing and/or verbally

True or False

128. Termination due to lack of work will be verbal unless written is needed to collect unemployment
True or False

129. Owners may require company property from the employee at anytime during the process, ie. keys, credit cards, uniforms, past rent, etc.
True or False

130. Any items not returned by the employee may result in garnishment from last pay check and charged to them for amounts exceeding the paycheck
True or False

131. Vacation pay, bonuses, and termination of benefits will be evaluated by the owners and reimbursed at owner's discretion based on the reason of the termination
True or False

132. Employer reserves the right to terminate employees at their discretion for reasons that may be considered harmful to the productivity of the business
True or False

133. Have you read and understand the following statements about issuing of Company Property
A. Shirts/Sweatshirts/Coats, etc.

- Employees will have shirts, sweatshirts, etc. checked out to them at the time of employment
- Return all company clothing at the end of employment
- If you choose not to return your company clothing you will be charged \$10 per shirt, \$12 per sweatshirt, \$18 per hoody or jacket

Yes, No

134. Have you read and understand the following statements about keys

- Upon approval some employees may be issued a padlock and/or warehouse key
- All keys must be returned at the end of employment or at owners request
- No duplicates may be made of any company issued keys
- All company vehicle keys must be returned to the key rack at the end of use or employees may be fined \$5 per set of keys if they are taken home

Yes, No

135. Have you read and understand the following statements about misc. items

- All misc. items (such as blades, markers, etc) need to remain at the warehouse or with company vehicles
- Please return all such items that belong to the company

Yes, No

136. Put your initials at the top of all ten pages, and make sure your name and date are at the top of the first page. Thanks

END OF TEST