

(download and print the above file to take paper test, or follow below)

CM1 Warehouse Skills Test

Name: _____

Date: _____

Directions: All answer options are written in bold below each question. Circle the correct option and put your initials on each page

1. If a customer's new home isn't ready for occupancy, or if no one is there to accept delivery, their household goods can be placed in our storage warehouse at an additional charge until they're ready to receive them.

True or False

2. When shipments are delivered to a warehouse for _____, we place their goods in secure storage containers to protect items from loss or damage.

Storage Inside Truck (SIT), Storage in Transit (SIT), Safe Interstate Transport (SIT)

3. Household items stay packed in their original moving cartons. _____ is stored on specially-designed racks and protected from dust and dirt with stretch wrap.

Upholstered Furniture, Upholstered Finances, Upholstered Forestry

4. We can even store _____ items like cars, boats, trailers, motorcycles and other vehicles.

Special Tea, Specialty, Space Ultra

5. We NEVER store items for commercial clients as well. Commercial clients DO NOT include storage of fixtures and furniture for new restaurants, stores, and retirement facilities; storage of construction supplies and fixtures for store remodels; storage for Girl Scout cookie deliveries.

True or False

6. Storage _____ are large containers that we use to store household goods. Most of these containers are approximately 5' x 8' x 8' and are stackable. Each storage vault is designed to be moved by a forklift.

Vans, Faults, Vaults

7. _____ are used to move the storage vaults as needed. Overstuffed furniture is also placed on the O/S Racks. Only authorized forklift operators are allowed to operate this equipment.

Forklifts, Facelifts, Forks

8. _____ are storage shelving used to store overstuffed furniture such as couches, love seats, and overstuffed chairs. Because overstuffed furniture fabric can be easily damaged or soiled it is best to store them separate from the rest of the shipment.

O/S Girders, O/S Racks, R/S Racks

9. Moving equipment that is used to load the truck is the same equipment you will need to load a storage vault.

True or False

10. Hand trucks, piano carts, furniture pads, stretch wrap, and tape are the most common items used when handling furniture in storage.

True or False

11.

SIT Receiving shipments follows the following 6 stages.

First: _____ & prep the truck. The truck must be positioned within a reasonable distance of the warehouse unloading area. Trailer doors, ramps, and moving equipment must be properly prepared to begin the unload.

Position, Condition, Preposition

12. Second: Prep the _____. Empty crates should be positioned in an organized manner within the staging area of the unload. Plenty of floor space should be available to unload and stage furniture as it is being unloaded.

Office, Warehouse, Residence

13. Third: Unload & stage the furniture. Unloading the furniture should follow the same principles used during a move. Furniture should be un-padded and arranged in the staging area in an organized way so that an _____ check-off can be done easily.

Lavatory, Investigative, Inventory

14. Fourth: Prep & load furniture into storage vaults, OS racks, or pallets. Warehouse furniture pads are used to repad the furniture items in the shipment. Storage vaults are loaded using a similar method as loading a truck. (Occasionally a shipment is _____ loaded which follows a different procedure.)

Floor, Ceiling, Wall

15. Fifth: Seal vaults, prep OS & pallets then put away. Vaults must be properly sealed shut & labeled. OS furniture must be labeled and stretch wrapped. Items placed on pallets must be _____ and properly stretch wrapped. Vaults, pallets and OS must be put away in their proper location.

Banded, Labeled, Branded

16. Sixth: Complete documentation. Documentation can vary depending on the type of move. Regardless if the shipment is a local, intra-state, or inter-state the following minimum requirements must be completed: Shipment Labeling; Bill of Lading; Inventories; Storage Contract; & Warehouse _____ Update

Ledger, Map, Log

17. Alternate Method:

Floor Load Method uses the same process as stated above with the following exceptions.

First: Storage vaults, pallets, and OS rack are not used. Items are placed on the warehouse floor and stacked in a logical manner similar to the 'tier system' used in loading the trucks. Typically we use this method on smaller shipments that won't be in storage more than 30 days.

True or False

18. Second: Labeling of the shipment is done differently as well. To properly identify the shipment we place a _____ around the shipment using cardboard or tape and we attach the customer label to this.

Green Rubber Band, Boundary, Bountiful

19. Delivering shipments out of SIT follows 6 stages (very similar to the receiving process).

First: Position & prep the truck. The truck must be positioned within a reasonable _____ of the warehouse unloading area. Trailer doors, ramps, and moving equipment must be properly prepared to begin the unload.

Distance, Disturbed, Distasteful

20. Second: Prep the warehouse. Loaded crates should be positioned in an organized manner within the staging area of the unload. Plenty of floor space should be available to unload the crates and stage the _____.

Firewood, Forklift, Furniture

21. Third: Unload & _____ the furniture. Furniture should be un-padded and arranged in the staging area in an organized way so that items can be loaded onto the truck at the discretion of the loader.

Stage, Stand, Stay

22. Fourth: Prep & load furniture into storage vaults, OS racks, or pallets. Furniture pads from the delivery truck are used to re-pad the furniture items in the shipment. Occasionally a shipment can be delivered using the existing warehouse pads as long as the customer is being delivered _____ and the warehouse pads will be returned within a couple of days.

Logically, Nationally, Locally

23. Fifth: Seal vaults then put away. Vaults must be properly sealed shut after they are emptied & labeled _____. Pallets must be returned to their proper storage area.

'MT', 'NASA', 'RIP'

24. Sixth: Complete documentation. Documentation can vary depending on the type of move. Regardless if the shipment is a local, intra-state, or inter-state the following minimum requirements must be completed: Shipment Labeling; Bill of _____; Inventories; Storage Contract; & Warehouse Map Update

Rights, Ladling, Lading

25.

Basic SIT Procedure - *Receiving shipments*

1a. Position & prep the truck. The truck must be positioned within a _____ distance of the warehouse unloading area. Trailer doors, ramps, and moving equipment must be properly prepared to begin unloading.

Reasonable, Un-reasonable, Seasonal

26.

1b. Crew Member 1 will help Guide the Driver as he backs the truck into position. Open and secure the appropriate doors on the truck. Help get the _____ set up.

Cramps, Lights, Ramps

27.

2a. Prep the warehouse. Empty crates should be positioned in an organized manner within the _____ area of the unload. Plenty of floor space should be available to unload and stage furniture as it is being unloaded.

Staging, Staggering, Graded

28.

2b. Crew Member 1 will check with the Foreman: to see what's needed. Helpful tasks include getting warehouse pads positioned in staging area. Locate other needed supplies: hand trucks, _____ dollies, tape, stretch wrap, & cardboard. Help clean staging area by hauling off trash and sweeping.

Harpsichord, Clavinova, Piano

29.

3a. Unload & stage the furniture. Unloading the furniture should follow the same principles used during a move. Furniture should be un-padded and arranged in the staging area in an organized way so that an _____ check-off can be done easily.

Conservatory, Inventory, Medium

30.

3b. Crew Member 1 should help Foreman unload Furniture: into warehouse. Make sure and un-pad furniture and return pads to truck. Organize the furniture and boxes into staging areas. Items should be organized according to discretion of the foreman. Typically items are lined into rows. Some shipments require that we reconcile each item with a pre-written inventory. In this situation you will be responsible for calling off the number of each item as it comes off of the truck. The supervisor in charge of documents will record these numbers as they are called out. You will also be responsible for evaluating each item for damage and communicating that to the supervisor for documentation.

True or False

31.

4a. Prep & load furniture into storage vaults, OS racks, or pallets. Warehouse furniture pads are used to repad the furniture items in the shipment. Storage vaults are loaded using a similar method as loading a truck. (Occasionally a shipment is _____ loaded which follows a different procedure.)

Wall, Ceiling, Floor

32.

4b. Re-Padding; Crew Member 1 at the direction of the foreman you will be responsible for re-padding items placed in staging area. Padding for storage is similar to padding methods used on a move. However, we typically use tape to secure pads to the furniture instead of rubber bands. Be prepared to help other crewmen stretch any OS furniture. _____ responsibility is to bring items to the loader of the vault as instructed by them. You will also load pallets as directed and stretch wrap palletized items.

It is no one's, It is someone's, It is your

33.

5a. Seal vaults, prep OS, Pallets, then Put away. Vaults must be properly sealed shut & labeled. OS furniture must be labeled and stretch wrapped. Items placed on _____ must be labeled and properly stretch wrapped. Vaults, pallets and OS must be put away in their proper location.

Pellets, Pallets, Planets

34.

5b. Sealing: _____ responsible for sealing up vaults with doors provided. The vaults have different methods for securing doors including clips, screws, nails, or latches.

You are, Someone should be, They tried to be

35.

6a. Complete documentation. Documentation can vary depending on the type of move. Regardless if the shipment is a local, intra-state, or inter-state the following minimum requirements must be completed: Shipment Labeling; Bill of Lading; Inventories; Storage Contract; & Warehouse Map Update

36.

6b. Labels: As a level one crewman you are _____ responsible for completing any documentation for an SIT shipment. However, you need to help attach labels to each of the crates, pallets, and OS furniture as instructed by the foreman.

Not, Medium, Hand Truck

37.

Alternate Method:

Floor Load Method uses the same process as stated above except for the following exceptions.

1a. Vaults, pallets, OS Rack Not Used. Items are placed on the warehouse floor and stacked in a logical manner similar to the 'tier system' used in loading the trucks. Typically we use this method on smaller shipments that won't be in storage more than 30 days.

True or False

38.

1b. As a Crew Member 1 your Responsibility is the same as mentioned above. Assist the foreman in stacking items on the _____.

Road, Roof, Floor

39.

2a. Labeling/Boundary: Labeling of the shipment is done differently as well. To properly identify the shipment we place a boundary around the shipment using cardboard or tape and we attach the customer _____ to this.

Shipment, Label, Crate

40.

2b. The crew member 1 will check with Foreman to see what's needed. Help clean up the staging area by hauling off any trash and sweeping the floor. Locate any other needed supplies like hand trucks, piano dollies, tape, stretch wrap, & sometimes _____.

Cardigan, Cardstock, Cardboard

41.

Delivering Shipments out of SIT follows 6 stages (very similar to the receiving process).

1a. Position & prep the truck. The truck must be positioned within a reasonable distance of the warehouse unloading area. Trailer doors, ramps, and moving equipment must be properly prepared to begin the unload.

True or False

42.

1b. The Crew Member 1 will help guide the driver as he backs the truck into position. Open and _____ the appropriate doors on the truck. Help get the ramps set up.

Sick Your, Secure, Sea Gear

43.

2a. Prep the warehouse. Loaded crates should be positioned in an organized manner within the staging area of the unload. Plenty of floor space should be available to unload the crates and stage the _____.

Hand Truck, Forklift, Furniture

44.

2b. Crew Member 1 will check with the foreman: to see what's needed. Helpful tasks include getting warehouse pads positioned in staging area. Locate other needed supplies: hand trucks, piano dollies, tape, stretch wrap, & cardboard. Help clean staging area by hauling off _____ and sweeping.

Driver, Trash, Medium

45.

3a. Unload & stage the furniture. Furniture should be un-padded and arranged in the staging area in an _____ way so that items can be loaded onto the truck at the discretion of the loader.

Organic, Orthopedic, Organized

3b. Crew Members Level 1 must help foreman unload furniture: into warehouse. Make sure to un-pad furniture and return pads to truck. Organize the furniture and boxes into staging areas. Items should be organized according to discretion of the foreman. Typically items are lined into rows. Some shipments require that we reconcile each item with a pre-written inventory. In this situation you will be responsible for calling off the number of each item as it comes off of the truck. The supervisor in charge of documents will record these numbers as they are called out. You will also be responsible for evaluating each item for damage and communicating that to the supervisor for documentation.

I have read and understand this statement, Yes No

46.

4a. Prep & load furniture into storage vaults, OS racks, or pallets. Furniture pads from the delivery truck are used to re-pad the furniture items in the shipment. Occasionally a shipment can be delivered using the existing warehouse pads as long as the customer is being delivered locally and the warehouse pads will be returned within a couple of _____.

Seconds, Minutes, Days

47.

4b. The Crew Member Level 1 at the direction of the foreman will be responsible for _____ the items with the truck pad and helping to haul them to the truck. Padding and moving furniture for an SIT shipment is very similar to a move.

Pre-Padding, Re-Padding, Post-Padding

48.

5a. Seal vaults then put them away. Vaults must be properly sealed shut after they are _____ & labeled 'MT'. Pallets must be returned to their proper storage area.

Emptied, Medium, Large

49.

5b. Sealing Vaults the level one crew member will seal up vaults with the doors provided. Vaults have different methods for securing doors including clips, screws, nails, or latches. Help label vaults 'MT' (stands for _____).

Matt Trevino, Might Talk, Empty

50.

6a. Complete Documentation can vary depending on the type of move. Regardless if the shipment is a local, intra-state, or inter-state the following minimum requirements must be completed: Shipment Labeling; Bill of Lading; Inventories; Storage _____; & Warehouse Map Update

Convent, Contact, Contract

51.

6b. Labels, as a level one crewman you are not responsible for completing any documentation for an SIT shipment. However, you may need to help attach _____ to each of the vaults as stated above.

Laurels, Labels, Sticky Notes