

FINAL EXAM
COLLEGE OF KNOWLEDGE
CARPET CARE SEMINAR

- (1) Q: What is the most popular carpet fiber produced today:
A. Nylon
B. Cotton
C. Wool
D. Leather
- (2) T/F: Bonnet cleaning is considered a deep cleaning process.
- (3) Q: Of a \$6.37 billion market, carpet care products currently represent ____% of the total.
A. 12%
B. 6.4%
C. 24%
D. 26%
- (4) T/F: Fifth Generation Carpets are typically treated for stain resistance at the top of the carpet fiber only.
- (5) Q: Fifth Generation Carpets should not be exposed to what two chemical conditions?
A. pH of 10.5 + cationic surfactants
B. pH of 4 + cationic surfactants
C. pH of 3 + cationic surfactants
D. pH of 14 + non-ionic surfactants
- (6) Q: What carpet fiber do we seldom use water based products to clean?
A. Wool
B. Nylon
C. Polyester
D. Polyethylene
- (7) Q: Nylon fibers are identified through the burn test. Nylon fibers represent ____ % of total carpet fiber production.
A. 85%
B. 86%
C. 95%
D. 96%
E. 10%
- (8) Q: Spills and stains cleaned by solvent based carpet spotters are normally:
A. Acidic in nature
B. Neutral in nature
C. Alkaline in nature
- (9) Q: Tannin Spotters which are normally used for removing rust, browning, and coffee are:
A. Acidic
B. Neutral
C. Alkaline

- (10) T/F: All products containing enzyme fortification also contain bacteria.
- (11) Q: Why does carpet protectant save labor and product cost dollars when used correctly?
- Never need to clean again
 - Prevents soils from attaching to carpet
 - Allows for more efficient vacuuming
 - All the above
 - Both B & C
- (12) Q: Name two types of bonnet cleaning methods
- Immersion and Aerosol
 - Immersion and spray
 - Aerosol and spray
 - Immersion and flood
- (13) Q: This bacteria/enzyme fortified product is ideal for use on protein based organic carpet stains?
- Husky 1110
 - Husky 1120
 - Husky 1130
 - Husky 1140
- (14) T/F: When agitating a carpet spot/stain you should briskly scrub the area with the bristles of a carpet brush.
- (15) T/F: Optical brighteners bring out the vibrant colors and appearance of carpet fibers.
- (16) Q: What is the first step in promoting an effective carpet care program:
- Vacuum carpets thoroughly every night
 - Extract carpets one time per year
 - Implement a sound matting program
 - Spot clean carpets daily
- (17) T/F: Chelating Agents found in many of our formulas tie-up plastic ions to allow for better cleaning performance.
- (18) Q: _____ and _____ are the two surfactant types which are safe for use on 5th Generation Carpets.
- Cationic + Sequesterants
 - Non-ionic and Anionic
 - Cationic and Anionic
 - Cationic and non-ionic
- (19) Q: _____ is the most important element in removing most spots form carpets.
- Time
 - Size
 - Temperature
 - Humidity
- (20) Q: Our #1160 Carpet Sanitizer Concentrate can make a sanitizing claim against which of the following:
- Odor Causing Bacteria
 - Disease Causing Bacteria
 - Protein Based Bacteria
 - All the above

ANSWERS FOR CARPET CARE

- (1) A
- (2) F
- (3) B
- (4) F
- (5) A
- (6) A
- (7) A
- (8) A
- (9) A
- (10) F
- (11) E
- (12) B
- (13) D
- (14) F
- (15) T
- (16) C
- (17) F
- (18) B
- (19) A
- (20) A

FINAL EXAM
COLLEGE OF KNOWLEDGE
HEALTH CARE SEMINAR

- (1) Q: VRE stands for:
A. Vancomycin Reflective Enterococcus
B. Vancomycin Resistant E-Coli
C. Vancomycin Resistant Esaicha
D. Vancomycin Resistant Epedemia
E. Vancomycin Resistant Enterococcus
- (2) Q: VRSA stands for:
A. Vancomycin Resistant Staph Allias
B. Vancomycin Reflective Staph Aureus
C. Vancomycin Resistant Staph Avenue
D. Vancomycin Resistant Staph Aureus
- (3) T/F: Handwashing is the single most important factor in controlling nosocomial infections.
- (4) Q: Within the organizational structure of a typical hospital, what is the main responsibility of risk management?
A. Employee Health
B. Liability / Legal Issues
C. Environmental Services
D. Infection Control
- (5) T/F: There are products in the market place with an HBV kill claim.
- (6) Q: There are three levels by which disinfectant compounds are categorized: high level, _____ level, and low level.
A. Medium
B. Mid
C. Interim
D. Intermediate
- (7) Q: Which Husky Formulas Do/Does Not Have VRE Kill Claims:
A. 415
B. 302
C. 320
D. 325
E. All the above
- (8) Q: Define nosocomial infection:
A. Incurable Infection
B. Hospital Acquired Infection
C. An Infection that always causes death
D. An Open Wound Infection
E. All the above

- (9) Q: These three conditions must be present for cross contamination to occur:
1. Source of Infection
 2. _____
 3. Susceptible Host
 - A. A Virus
 - B. A germ
 - C. A bacteria
 - D. Mode of Transfer
 - E. All the above
- (10) Q: Transmission prevention may be achieved by:
- A. Hand washing
 - B. Personal Protective Equipment
 - C. Proper Hard Surface Disinfection
 - D. Proper Clean-up and Disposal of Infectious Wastes and Sharps
 - E. Training of Housekeeping Staff
 - F. All of the Above
- (11) Q: How long can VRE survive on a hard surface?
- A. 1 minute
 - B. 1 second
 - C. 12 minutes
 - D. 7 Days
 - E. 4 ½ days
- (12) Q: What are "Quats?"
- A. Surfactants
 - B. Cleaners
 - C. Positively Charged Ions
 - D. Germ Killers
 - E. All the above
- (13) T/F: When cleaning up blood and body fluid spills, proper PPE's are not mandatory.
- (14) Q: Disinfectant mop water used in a health care facility should be replaced with fresh solution how often?
- A. Nightly
 - B. When bucket is half empty
 - C. Every 3rd room
 - D. When mop water appears soiled
- (15) Q: On December 6, 1991, OSHA passed a final ruling on occupational exposure to the Human Immune Deficiency (HIV) virus and Hepatitis B (HBV) virus which is titled:
- A. Occupation Exposure: The Final Rule
 - B. Hazard Communication Standard
 - C. Occupational Exposure to Bloodborne Pathogens, Final Rule
 - D. Personal Protection & Prevention Act
- (16) T/F: The EPA has approved the HBV label claim on disinfectant products. Prior to this, OSHA recommended the use of TB effective products only for compliance with the Bloodborne Pathogen Standard.

- (17) T/F: Methicillin Resistant Staphylococcus Aureus is a specific strain of Staph Aureus which is found to be resistant to treatment with many antibiotics including Vancomycin.
- (18) Q: Efficacy against these two bacteria strains is required for general level disinfectants.
- A. E-Coli and Staph
 - B. Staph & Salmonella
 - C. Pseudomonas & Staph
 - D. Pseudomonas & Salmonella
 - E. All the above
- (19) Q: Sanitation of hard surfaces means reducing the level of all pathogenic bacteria by 99.9% and requires a surface contact time of:
- A. 45 minutes
 - B. 10 minutes
 - C. 30 seconds
 - D. 60 seconds
- (20) Q: Husky 803 is properly diluted at:
- A. 1:5
 - B. 1:50
 - C. 2 oz. per 5.75-7.75 gals. of water
 - D. 1:128
 - E. 1:10

ANSWERS FOR HEALTH CARE

- (1) E
- (2) D
- (3) T
- (4) B
- (5) T
- (6) D
- (7) A
- (8) B
- (9) D
- (10) F
- (11) D
- (12) E
- (13) F
- (14) C
- (15) C
- (16) T
- (17) F
- (18) B
- (19) D
- (20) C

FINAL EXAM
COLLEGE OF KNOWLEDGE
RULES & REGULATIONS SEMINAR

- (1) Q: What does the term USDA represent?
- A. United States Dairy Assoc.
 - B. United States Department of Alliances
 - C. United States Department of Arbitration
 - D. United States Department of Agriculture
 - E. All of the above
- (2) T/F: Section Three of the Husky MSDS describes the health hazards of a chemical product and includes emergency and first aid procedures?
- (3) Q: What does the term TLV represent?
- A. Terra Limitation Vector
 - B. Topical Limit Value
 - C. Typical Limit Value
 - D. Threshold Limit Value
 - E. Threshold Limit Vector
- (4) Q: Before you move, handle, or open a chemical container, _____ and follow the instructions. If you are not sure about something, ask your supervisor before you act.
- A. Smell it First
 - B. Feel it First
 - C. Read the Label
 - D. Taste it First
- (5) Q: What section of the MSDS discusses First Aid and Emergency Procedures?
- A. Health Hazards
 - B. HMIS
 - C. Reactivity Info
 - D. TLV Info
- (6) Q: What regulation was implemented to promote the safe cleaning, handling, and disposal of blood and bodily fluids?
- A. EPA
 - B. OSHA
 - C. FDA
 - D. HACCP
 - E. Bloodborne Pathogen Standard
- (7) Q: According to OSHA, in order to be assumed effective against Hepatitis B (HBV) virus, a disinfectant product must kill:
- A. Pseudomonas Only
 - B. Staph Only
 - C. TB and/or HBV
 - D. Salmonella Only
 - E. HBV Only

- (8) Q: If a chemical has a hazard rating of four (4) it is a/an _____ hazard:
- A. Extreme
 - B. High
 - C. Moderate
 - D. Slight
- (9) Q: Where should all MSDS information be stored:
- A. On the production line
 - B. In a safe or locked compartment
 - C. In safety director's office
 - D. In a conspicuous place, neatly bound for workers' access
- (10) T/F: A chemical with a flash point below 100°F is considered flammable.
- (11) Q: All employers are required to provide open and accessible Material Safety Data Sheets for each hazardous material in their facility as mandated by:
- A. OSHA
 - B. EPA
 - C. USDA
 - D. DOT
- (12) Q: What does PPE stand for?
- A. Perfect Personal Equipment
 - B. Personal Protective Equipment
 - C. Protection Personal Equipment
 - D. Proper Protective Equipment
- (13) T/F: Every hazardous chemical container must be labeled with the manufacturer or distributor name and emergency phone number.
- (14) T/F: The HMIS ratings are required on all chemical packages.
- (15) Q: Which government agency is responsible for controlling the spread of T/B.
- A. EPA
 - B. OSHA
 - C. CDC
 - D. FDA
- (16) T/F: The MSDS must either be included in a product's label or inserted into each product's carton.
- (17) Q: The maximum fine for a SARA Right to Know label violation per facility is:
- A. \$10,000
 - B. \$25,000
 - C. \$115,000
- (18) T/F: The chemical manufacturer's name or Responsible Party must appear under Section One on the MSDS.
- (19) T/F: A smudged piece of masking tape on a trigger sprayer bottle is a sufficient label for OSHA.
- (20) T/F: A chemical with a flash point less than 100°F is considered combustible.

ANSWERS FOR RULES & REGULATIONS

- (1) D
- (2) F
- (3) D
- (4) C
- (5) A
- (6) E
- (7) C
- (8) A
- (9) D
- (10) T
- (11) A
- (12) B
- (13) T
- (14) F
- (15) C
- (16) F
- (17) A
- (18) T
- (19) F
- (20) F

FINAL EXAM
COLLEGE OF KNOWLEDGE
RESTROOM SEMINAR

- (1) T/F: It is recommended that a Hydrochloric Acid Bowl Cleaner be used on sinks, counter tops, floors, and the exterior of commodes and urinals.
- (2) T/F: Husky 430 Creme Cleanser will not scratch or abrade porcelain.
- (3) Q: HCl is the symbol for what chemical compound?
A. Phosphoric Acid
B. Oxalic Acid
C. Hydrogen Chloride
D. Citric Acid
- (4) T/F: Personal Protective Equipment is not recommended for use by a person using an acid-based bathroom cleaner.
- (5) Q: This type of acid should not be used outside toilet bowls and urinals due to its aggressive nature.
A. HCl
B. Phosphoric
C. Oxalic
D. Sulfamic
- (6) T/F: Hydrochloric acid and sulfuric acid are the same.
- (7) T/F: Husky 305, a phosphoric acid bowl and bathroom cleaner is safe on fiberglass.
- (8) Q: Which of these Bowl and Bathroom Cleaners in our Husky Product Line is Bloodborne Pathogen Compliant and kills TB?
A. 325
B. 302
C. 415
D. 320
- (9) Q: What does the p and the H represent in the designation pH?
A. Percent of Hydrogen
B. Percent of Health
C. Potential of Heat
D. Potential of Hydrogen
- (10) T/F: Chemicals with a pH of less than 7 are alkaline in nature.
- (11) Q: If a bowl cleaner contains Hydrochloric acid, it should only be used:
A. In the Washroom
B. Inside the toilet/urinal
C. On the Floor
D. On all surfaces not harmed by water

- (12) Q: Phosphoric acid is found not only in bowl cleaners but in what other common retail product?
- A. Soap
 - B. China
 - C. Motor Oil
 - D. Cola
 - E. All the above
- (13) T/F: A sponge is an excellent cleaning tool when utilized from restroom to restroom for disinfecting.
- (14) T/F: Twenty-three percent Hydrochloric acid bowl cleaners should only be utilized when extraordinary rust and mineral deposits exist and only on an interim basis.
- (15) Q: Twenty percent phosphoric bowl cleaners may be used:
- A. Inside toilet bowls and urinals.
 - B. On restroom walls.
 - C. On chrome flush handles.
 - D. On quarry tile and other grouted surfaces.
 - E. All of the above.
- (16) T/F: Restroom ceilings should be cleaned daily.
- (17) T/F: Whirlpooling the water in a toilet with a bowl swab and forcing it past the trap is an efficient technique for removing water from the bowl and exposing the water line.
- (18) T/F: Rather than masking odors with odor counteractants, it is best to terminate the source by identifying what is causing the odor and removing it.
- (19) Q: Which Husky Product is shipped with a standard Red and Black label?
- A. 400
 - B. 402
 - C. 325
 - D. 303
- (20) T/F: Walls should be washed from the bottom up and rinsed from the top down.

ANSWERS FOR RESTROOM

- (1) F
- (2) T
- (3) C
- (4) F
- (5) A
- (6) T
- (7) T
- (8) D
- (9) D
- (10) F
- (11) B
- (12) D
- (13) F
- (14) T
- (15) E
- (16) F
- (17) T
- (18) T
- (19) D
- (20) T

FINAL EXAM
COLLEGE OF KNOWLEDGE
SCHOOLS & UNIVERSITIES

- (1) Q: Of a 6.37 Billion Dollar Market, the Educational Janitorial Supply Sales Opportunity is approximately what percent?
- A. 18%
 - B. 12%
 - C. 11%
 - D. 7%
 - E. 28%
- (2) Q: Which of the following make Buying Decisions in a typical school or university?
- A. Superintendent
 - B. Principal
 - C. Athletic Director
 - D. Janitor
 - E. All of the above
- (3) Q: Which Husky Product is most suitable for the cleaning and disinfection of locker room floors and shower stalls when built of Quarry or Ceramic Tile?
- A. Husky 410
 - B. Husky 415
 - C. Husky 400
 - D. Husky 325
 - E. Husky 305
- (4) Q: Streptococcus Pyogenes – can cause this illness...
- A. Influenza
 - B. The Common Cold
 - C. Food Poisoning
 - D. Impetigo
 - E. Mumps
- (5) Q: Special disinfectant and cleaning processes are outlined in the College of Knowledge in order to reduce the threat of Streptococcus Pyogenes for what surface?
- A. Carpets
 - B. Walls
 - C. Barbells
 - D. Locker Room Floors
 - E. Athletic Mats
- (6) Q: Which of the following are Floor Care issues to consider when designing a Floor Maintenance Program for a school or university?
- A. Traffic
 - B. Maintenance Schedule
 - C. Surface Type
 - D. Equipment Utilized
 - E. All of the above

- (7) Q: Trichophyton Mentagrophytes is a pathogen of consequence in which key area?
- A. Classrooms
 - B. Hardwood Floors
 - C. Cafeteria
 - D. Locker Room and Shower Room Floors
- (8) (T/F) Trichophyton Mentagrophytes is a pathogen that causes impetigo.
- (9) Q: Computer screens in the classroom are becoming more and more prevalent. Which of the following products work best on this surface.
- A. Husky 420
 - B. Husky 421
 - C. JAWS 3421
 - D. Maxi-Blend 4020
 - E. All of the above
- (10) T/F: School systems are required to have Bloodborne Pathogen Compliance.
- (11) T/F: All School Systems routinely (weekly) high speed burnish classroom floors.
- (12) T/F: Flooring found in schools and universities include:
- A. Quarry Tile
 - B. Vinyl Tile
 - C. Carpet
 - D. Terrazzo
 - E. All the above
- (13) (Q): Name the Carpet Cleaning Procedure which provides the most thorough cleaning.
- A. Spot Cleaning
 - B. Bonnet Cleaning
 - C. Rotary Shampooing
 - D. Extraction
- (14) T/F: Husky Formulas 1100, 1140 and 1150 currently contain optical brighteners.
- (15) Q: Which of the below Floor Care Formulas is the best floor finish for Classroom application?
- A. Husky 2020
 - B. Husky 1040
 - C. Husky 1041
 - D. Husky 1022
- (16) Q: Which of the following Canberra Formulas may be used as an automatic scrubber cleaner/restorer, a mop on restorer, and spray buff?
- A. Husky 1041
 - B. JAWS 3421
 - C. Husky 1030
 - D. Husky 715
- (17) Q: Which formula is no longer in the Husky line?
- A. Husky 1021
 - B. Husky 814
 - C. Husky 421
 - D. Husky 715

- (18) Q: Which of the following products should be utilized with the Maxi-Blend 4104?
- A. Husky 814
 - B. Maxi-Blend 2020
 - C. Maxi-Blend 4080
 - D. Husky 820
- (19) Q: Which season of the year do school systems typically strip and re-coat their floors?
- A. Spring
 - B. Summer
 - C. Winter
 - D. Fall
- (20) T/F: School Systems Regularly utilize insecticides such as Husky 1280, 1270 & 1260.

ANSWERS FOR Schools and Universities

- (1) D
- (2) E
- (3) B
- (4) D
- (5) E
- (6) E
- (7) D
- (8) F
- (9) E
- (10) T
- (11) F
- (12) E
- (13) D
- (14) F
- (15) D
- (16) A
- (17) D
- (18) C
- (19) B
- (20) T

FINAL EXAM
COLLEGE OF KNOWLEDGE
SUPERMARKET SEMINAR

- (1) T/F: Bacteria which grow on shelves in the meat department can cause pre-mature browning of beef and other meats.
- (2) Q: What is HACCP?
A. Hazard Analysis of Critical Control Points
B. Hotel Service Guidelines
C. Hazard Analysis of Cold Critical Potential
D. All the above
- (3) T/F: E-Coli 0157:H7 is not a health hazard.
- (4) Q: Describe how a black light is utilized to audit for bacteria in a meat room or deli environment.
A. Illuminates Flavin
B. Turns green light into blue light
C. Glows in the Presence of VRE
D. Turns Red Light into white light
- (5) Q: A _____ is an excellent tool when utilized to identify blood, mold, and bacterial growth underneath display shelf units in the meat, deli, and produce areas.
A. Lip Light
B. Black Light
C. Mirror
D. All the above
- (6) T/F: It is important that check-out scanners are cleaned regularly with a glass cleaner that is approved safe on lexan, lucite, and other plastic surfaces.
- (7) T/F: A D-1 USDA rated sanitizer may be used without a potable water rinse on Food contact surfaces.
- (8) Q: Food Service display cases are important areas to clean and sanitize and the glass of these display cases can be cleaned with an A-1 equivalent rated glass cleaner such as:
A. Husky 420
B. Husky 421
C. Husky 2020
D. Husky 1220
E. All the above
- (9) T/F: Blood and body fluid spills require no special procedures when "cleaned-up" in the Food Service Environment.
- (10) T/F: The meat rooms and meat departments in most grocery stores do not process meats and therefore do not require sanitation.

- (11) Q: According to the USDA, what is Step #3 of the five steps required for sanitizing food contact surfaces?
- A. Remove gross debris after rinsing
 - B. Wash with A-1 Detergent
 - C. Rinse
 - D. Sanitizer Rinse
 - E. Air Dry
- (12) Q: A1 rated products for use in food preparation areas are characterized as having no _____ and no _____.
- A. Odor and Label
 - B. Dilution ratio and chelating agents
 - C. Sequesterants and Surfactants
 - D. Odor and Dye
- (13) Q: Our quat based sanitizer, Husky 803, requires what PPM Quat End Use Dilution Content.
- A. 200 ppm
 - B. 150 ppm – 200 ppm
 - C. 300 ppm
 - D. 175 ppm
- (14) T/F: Proper floor maintenance creates better customer retention and a safer environment.
- (15) T/F: A carpet care program cannot be sold into a supermarket due to its lack of USDA authorization.
- (16) T/F: Husky 904 is rated USDA A-1 for use in Federal Inspection Meat & Poultry Plants.
- (17) T/F: Small utensils in the Deli Department may only be sanitized with a bleach (Sodium Hypochlorite) solution.
- (18) T/F: Live bacteria and enzyme treatments such as Husky 400 maintain drains and grease traps with crude or "Free" Enzyme activity.
- (19) T/F: 180°F Water used in automatic dishwashers is acceptable sanitization.
- (20) Q: Which chemical works well on meat room floors, walls, countertops and metal surfaces?
- A. Husky 315
 - B. Husky 2008
 - C. Husky 2009
 - D. Husky 903

ANSWERS FOR SUPERMARKET

- (1) T
- (2) A
- (3) F
- (4) A
- (5) D
- (6) T
- (7) F
- (8) D
- (9) F
- (10) F
- (11) C
- (12) D
- (13) B
- (14) T
- (15) F
- (16) F
- (17) F
- (18) F
- (19) T
- (20) D

FINAL EXAM
COLLEGE OF KNOWLEDGE
Train the Trainer

- (1) **Q:** The goal of every Canberra Distributor Module is to:
A. Create Sales through education
B. To create a thorough knowledge of the markets we sell
C. Create education via high impact seminar presentations
D. All the above
- (2) **Q:** The challenge to facilitating a Canberra College of Knowledge Distributor Seminar is to: Inspire learning by creating motivation; Developing understanding of the unknown; and:
A. Increase our order
B. Teach proper territory management
C. Increase retention
D. Start with no facts and stair step to the unknown
- (3) **T/F:** The Canberra College of Knowledge Train the Trainer Module identifies the proper preparation and presentation equipment required for each seminar
- (4) **T/F:** Canberra College of Knowledge most current Train the Trainer Module is two colored; the distributor pages are one color and the instructor's pages are a different color.
- (5) **Q:** When an icon on the Trainer's pages appears in the form of a flip chart easel and marker, it identifies that:
A. The Distributors should be taking notes
B. You should be taking notes in your day timer
C. The Distributor Sales Manager should be presenting
D. Information from the students should be marked on the flip chart.
- (6) **T/F:** Train the Trainer indicates that passing out the Distributor Module should occur before explaining the purpose of the seminar?
- (7) **T/F:** The most current College of Knowledge 4 page Selling Brochure indicates on page 3 a 90-day plan of implementation per study topic.
- (8) **Q:** Many National Brand Companies sell and train directly to the End User, leaving behind these two important steps of the Selling and Distribution process.
A. The DSR and CSR
B. The Manufacturer Representative/Chemical Specialist and Distributor
C. The Manufacturer Representative / Chemical Specialist and inside support staff
D. The end user and the distributor.
- (9) **(Q):** The base cost for a Canberra College of Knowledge Seminar is:
A. \$125
B. \$150
C. \$175
D. \$100
- (10) **T/F:** A Floor Care, Carpet Care and Restroom Video for Husky Products is available as an educational Tool both on VHS and CD ROM.
- (11) **T/F:** Canberra currently offers an Amusement Park, Schools and Universities, Food Service and Day Care College of Knowledge Seminar.

- (12) **T/F:** The Canberra College of Knowledge is currently certified by the National Executive Housekeepers Association.
- (13) **Q:** IEHA stands for:
A. International Executives of Health Care Associations
B. International Executive Housekeepers Association
C. Independent Executive Housekeepers Association
D. Independent Executive Hospital Association
- (14) **Q:** On Day 30 of the 90-day program of implementation for seminar topic listed in the 4-page Canberra College of Knowledge Sales Brochure, the top ten targets for each distributor sales rep is one of the assignments and the other assignment is:
A. Top 10 formulas
B. Top 10 objections
C. Top 10 soils removed
D. Top sales people
- (15) **T/F:** Day 60 of the recommended 90-day program of implementation per seminar topic suggests only that classroom information be reviewed?
- (16) **Q:** The Industrial College of Knowledge Seminar Qualification Guide mandates that 3 products from this product series be stocked by the Distributor
A. 300 Series
B. 400 Series
C. 700 Series
D. 500 Series
E. 900 Series
- (17) **T/F:** All representatives have received from Canberra a list of customers in their territory that qualify for College of Knowledge Seminars; that list also includes which seminars the distributor qualifies for.
- (18) **Q:** At Canberra our goal through the College of Knowledge is to not only create great sales people/chemical specialists, but also:
A. Great order takers
B. Great Sales Managers
C. Great Chemist
D. Great Educators
- (19) **T/F:** The Canberra College of Knowledge Distributor Modules speak in large detail of specific chemicals and not the people within the subject market.
- (20) **Q:** The Entire Canberra College of Knowledge is available:
A. On CD ROM
B. In hard copy
C. Via the World Wide Web
D. Both B and C
E. All the above

***ANSWERS FOR
Train the Trainer***

- (1) D
- (2) C
- (3) T
- (4) T
- (5) D
- (6) F
- (7) F
- (8) B
- (9) A
- (10) T
- (11) F
- (12) F
- (13) B
- (14) B
- (15) F
- (16) E
- (17) T
- (18) D
- (19) F
- (20) D

FINAL EXAM
COLLEGE OF KNOWLEDGE
FLOOR CARE SEMINAR

- (1) T/F: Traffic patterns are a key consideration when choosing a floor care program.
- (2) Q: Define NVS:
A. Nosocomial Virus Source
B. Nosocomial Viral Source
C. Non Volatile Systems
D. Non Volatile Solids
- (3) Q: What percent (%) of NVS is Husky 1022?
A. 10%
B. 18%
C. 22%
D. 20%
- (4) T/F: A rinse free stripper still requires a clean water rinse after the floor has been stripped to remove squeegee marks and excess stripper from corners.
- (5) Q: Every good floor care program starts at the _____.
A. Distributor
B. Supply Closet
C. Training Room
D. Door/Matting
E. Janitor's Closet
- (6) T/F: A class of organic compounds containing nitrogen known as amines are utilized in floor strippers due to their ability to break down polymers.
- (7) T/F: Optical brighteners convert red light to blue light.
- (8) Q: A _____ mop is designed to apply floor finish.
A. Rayon / Cotton (looped-end)
B. Dust Mop
C. Feather Mop
D. 100% Cotton Mop
- (9) T/F: A white floor pad is generally used to strip floors.
- (10) Q: What component found in a stripping solution releases the zinc bond in a metal inter-lock floor finish:
A. Quaternary Ammonia
B. Monoethanolamine
C. Methyl-ethyl Ketone
D. Glycol Ether

- (11) Q: If a hard surface floor has a white Alkaline haze after stripping, what procedure needs to be done before applying finish?
- A. Neutralize
 - B. Scrub & Re-coat
 - C. Wet/Dry Vac
 - D. Dry Strip
- (12) T/F: Resilient tile requires a softer floor finish than stone floors because the floor surface itself is softer.
- (13) Q: _____ is the solids content of floor finish which is left on the floor once the finish has dried.
- A. IRQ
 - B. HMIS
 - C. FDA
 - D. NVS
 - E. VNS
- (14) Q: A high speed floor finish refers to:
- A. The speed of application
 - B. The length of time it will last
 - C. Its ability to respond to high speed burnishing
 - D. Its gloss level
- (15) Q: A Rinse Free Floor Stripper:
- A. Dries to a neutral pH
 - B. Liquefies floor finishes
 - C. Has low VOC's
 - D. All of the above
- (16) Q: Our dual cross-linked polymers are fused together by which material:
- A. Plastic
 - B. Zinc
 - C. Thermo Nuclear Aluminum
 - D. NVSA
 - E. A-24
- (17) T/F: The last two numerals in our floor care finish's product numbers always indicates the percent of non-volatile solids.
- (18) T/F: Our 1025 and 1022 Floor Finishes are both capable of withstanding propane burnishing.
- (19) T/F: Although a neutralizing rinse is not required after utilizing a Rinse Free Stripper a clear water rinse is suggested to pick up any squeegee tracks or stripper left behind by the wet/dry vac.
- (20) T/F: The higher the solids the harder the finish.

ANSWERS FOR FLOOR CARE

- (1) T
- (2) D
- (3) C
- (4) T
- (5) D
- (6) F
- (7) F
- (8) A
- (9) F
- (10) B
- (11) A
- (12) F
- (13) D
- (14) C
- (15) D
- (16) B
- (17) F
- (18) T
- (19) T
- (20) F

FINAL EXAM
COLLEGE OF KNOWLEDGE
INDUSTRIAL SEMINAR

- (1) Q: d-Limonene is a derivative of:
A. Halogens
B. Butyls
C. Oranges
D. Chlorinated Solvents
E. All the above
- (2) Q: What does the term VOC represent?
A. Volatile Organic Compound
B. Volatile Organism Culture
C. Very Organic Collection
D. Volatile Organic Collection
- (3) T/F: Never "clean-out" auto-scrubber clean water and recovery reservoirs.
- (4) T/F: Grease is acid based.
- (5) T/F: All butyls are glycol ethers but not all glycol ethers are butyls.
- (6) Q: 111-trichloroethane, Trichloroethylene, Perchloroethylene, and Methylene Chloride are part of what solvent family?
A. Glycol Ethers
B. Chlorinated Solvents
C. Butyl
D. Citric
E. All the above
- (7) T/F: 111-trichloroethane is an ozone-depleting chemical.
- (8) Q: ODC represents what term?
A. Other Demanding Chemistry
B. Other Depleted Chemistry
C. Ozone Depleted Chemistry
D. Ozone Depleting Compounds
E. Ozone Depleting Chemical
- (9) Q: Butyls have been known to etch this material.
A. Mop yarn
B. Aluminum
C. HDPE
D. PET
E. All the above
- (10) Q: The components of any formulation which contribute to ozone formation and pollution is the definition for:
A. SARA
B. Butyl
C. VOC
D. MBO

- (11) Q: Name an engineering and manufacturing issue(s) resulting from the changeover of chlorinated solvents to water based solvents.
- A. Customer Savings
 - B. Heating
 - C. Cooling Towers
 - D. Residue
 - E. All the above
- (12) Q: Which of the following are popular degreasing methods.
- A. Spray and Wipe
 - B. Pressure Wash
 - C. Dip Tank
 - D. Bucket and Rag
 - E. Parts Cleaner
 - F. Automatic Scrubber
 - G. Mop and Bucket
 - H. All of the above
- (13) Q: Mechanical agitation can be typically added to a dip tank by:
- A. Air bubbles
 - B. Your hand
 - C. Mr. Bubble
 - D. Gasoline
- (14) Q: What product is designed for use in an automatic scrubber?
- A. Husky 903
 - B. Husky 303
 - C. Husky 403
 - D. Husky 703
 - E. All the above
- (15) T/F: Blood and body fluid spills require no special disinfectants or cleaners.
- (16) Q: What additive is found in the 904 and 905 Industrial Cleaners?
- A. Quats
 - B. Cationic Surfactants
 - C. d-Limonene
 - D. Phosphoric Acid
- (17) Q: What Industrial Cleaner is designed for use in dip tanks and can be heated to 180°F?
- A. Husky 2020
 - B. Husky 421
 - C. Husky 905
 - D. Husky 911
- (18) T/F: Butyl is considered by the EPA to be an ozone-depleting chemical.
- (19) Q: Which Husky Formula Utilizes Natural Turpeen Solvents:
- A. Husky 905
 - B. Husky 911
 - C. Husky 906
 - D. Husky 907
 - E. All of the above
- (20) T/F: Surfactants help to penetrate and wet while sequestering agents "Tie-up" metal ions and hard water.

ANSWERS FOR INDUSTRIAL

- (1) C
- (2) A
- (3) F
- (4) T
- (5) T
- (6) B
- (7) T
- (8) D
- (9) B
- (10) C
- (11) E
- (12) H
- (13) A
- (14) D
- (15) F
- (16) C
- (17) D
- (18) F
- (19) E
- (20) T

FINAL EXAM
COLLEGE OF KNOWLEDGE
PERSONAL HYGIENE

TRUE OR FALSE

1. T/F Germs can enter our bodies through the mouth, nose, eyes, and even breaks in the skin without our even knowing we've been infected.
2. T/F The changes in health behavior utilized to control smoking, weight, and exercise habits have also been applied to hand washing awareness.
3. T/F Anti-bacterial and anti-microbial are interchangeable terms?
4. T/F Anti-microbial and antiseptic are interchangeable terms?
5. T/F Anti-bacterial and antiseptic are interchangeable terms?
6. T/F Not all products, even those utilizing similar raw materials, are equally efficacious?
7. T/F Alcohols, chlorhexidine gluconate, PCMX, and triclosan are inert ingredients?
8. T/F The USDA continues to authorize cleaners and sanitizers for the hands?
9. T/F An E4 hand cleaner may be used a sufficient distance from the processing line to prevent accidental product contamination, and the worker is permitted to rinse thoroughly and return to his/her workstation?
10. T/F The USDA is currently permitting those formulas with USDA authorizations to maintain their marketing claims?
11. T/F Clostridium difficile is a spore?
12. T/F e-coli is a gram-positive bacteria?
13. T/F Studies have shown that latex gloves are associated with leakage less frequently than with vinyl gloves?
14. T/F It is not a good idea to apply hand sanitizer before and after wearing latex gloves?
15. T/F A hygienic hand wash is one utilizing ethyl, isopropyl or other alcohols in the form of an instant skin sanitizer.
16. T/F A hygienic hand wash is one that includes washing the hands with a disinfectant detergent?
17. T/F Husky 510 is an E2 rated USDA hand wash.
18. T/F Invitro means in the living body or organism; a test method performed on a living organism.
19. T/F Invivo is in glass as in a test tube. An invitro test is one done in the laboratory.

MULTIPLE CHOICE

1. Americans spend about _____ each year on their colds.
 - a. \$1 billion
 - b. \$3 billion
 - c. \$5 billion
 - d. 7 billion
2. An estimated _____ days of school are lost annually because of the common cold?
 - a. 1 million
 - b. 20 million
 - c. 30 million
 - d. 60 million
3. _____ is the single most important means of preventing the spread of infection?
 - a. hard surface disinfection
 - b. changing the disinfectant mop often
 - c. hand washing
 - d. never shaking anyone's hand again
4. The most common theoretical model of preventive health behavior is the _____.
 - a. healthy hands model
 - b. health belief model
 - c. health susceptibility model
 - d. negative consequence model
5. _____ is the proven ability to kill germs utilizing approved test methods.
 - a. efficacy
 - b. time kill
 - c. MIC
 - d. KEY
 - e. CDC
6. _____ is the ingredient listed on an OTC formula that is given credit for killing germs listed on the label and efficacy report?
 - a. active ingredients
 - b. CAS
 - c. nosocomial
 - d. over the counter drug
7. _____ was created as a result and extension of the CFR OTC exemption proposal, 21CFR parts 210 and 211 3-28-79, (revised 4-97) current good manufacturing processes.
 - a. current good manufacturing processes.
 - b. code _____ federally regulations
 - c. tentative final monograph
 - d. minimum inhibitory concentration
8. cGMP stands for _____
9. The acronym OTC stands for _____.
10. The tentative final monograph is divided into four major categories as follows: anti-microbial body washes, anti-microbial hand wash, food handler hand wash, and _____
11. Some individuals are extremely allergic to and could have severe reactions to _____ gloves.
12. The health care continuum _____ model is an interchangeable term with
 - a. OTC
 - b. cGMP
 - c. time kill test
 - d. tentative final monograph
13. A topical invasive solution, gel, tablet or capsule that claims efficacy or health improvement that contains an active drug ingredient is considered an _____.
 - a. cGMP
 - b. health care contain_____ model
 - c. time kill test
 - d. OTC Drug

14. Which of the following are types of efficacy testing for hand and skin care products?
a. minimum inhibitory concentration c. glove juice test
b. time kill tests d. all of the above
15. The three types of flora studied in the Personal Hygiene College of Knowledge are resident, transient, and _____ flora.
a. infectious c. multi-transient
b. subcutaneous d. all of the above
16. Other criteria affecting successful removal of flora from the skin include _____.
a. convenience and amount of soap c. duration of cleansing e. all of the above
b. efficacy of soap and technique d. end user preference
17. Which are considered emollients?
a. aloe vera and lanolin c. oils
b. jojoba beans d. all of the above
18. Canberra utilizes an important personal hygiene tool called the customized personal hygiene _____.
a. tool c. analysis tri-fold
b. tri-fold d. none of the above
19. How many seconds does the CDC recommend for the "scrubbing/agitation" stage of handwashing?
a. 5 seconds c. 15 seconds
b. 10 seconds d. 1 minute

**FINAL EXAM
COLLEGE OF KNOWLEDGE
PERSONAL HYGIENE ANSWER PAGE**

TRUE OR FALSE

1. True
2. True
3. False
4. True
5. False
6. True
7. False
8. False
9. False
10. True
11. True
12. False
13. True
14. False
15. False
16. True
17. True
18. False
19. False

MULTIPLE CHOICE

1. c. \$5 billion
2. d. 60 million
3. c. hand washing
4. b. health belief model
5. a. efficacy
6. a. active ingredients
7. c. tentative final monograph
8. Current Goods Manufacturing Processes
9. Over-the-Counter
10. health care personnel hand wash
11. latex
12. d. tentative final monograph
13. d. OTC drug
14. d. all of the above
15. a. infectious
16. e. all of the above
17. d. all of the above
18. c. analysis tri-fold
19. c. 15 seconds