

Name: _____

Industry Training 101 Course Test

Clearly circle the correct answer(s) for each question.

1. True or False. The moving industry is heavily regulated because moving involves handling customer personal belonging and is subject to fraudulent activities.
 - a. TRUE
 - b. FALSE
2. To be a legal moving company, which of the following is true?
 - a. The company must only be licensed.
 - b. The company must only be insured.
 - c. The company must be licensed and insured according to government regulations.
3. True or False. A local move is defined as any move that takes place within a 60-mile radius of the origin address.
 - a. TRUE
 - b. FALSE
4. True or False. Local move pricing is based strictly on an hourly rate. Kearney Moving currently has a one hour minimum.
 - a. TRUE
 - b. FALSE
5. What is an intrastate move?
 - a. Any move that originates and ends within the state but is further than a local move.
 - b. Any move that originates in one state but delivers to a different state.
6. What is an interstate move?
 - a. Any move that originates and ends within the state but is further than a local move.
 - b. Any move that originates in one state but delivers to a different state.
7. True or False. Kearney Moving also provides packing services and storage services; these rates are set forth in the tariffs.
 - a. TRUE
 - b. FALSE

8. How do we typically refer to the size of a move?
 - a. It's based on the number of crew members it takes to complete the move.
 - b. It's based on weight.
 - c. It's based on the square footage of the home.
9. True or False. On average, a trained crew member should be able to load or unload approximately 650 lbs. per hour.
 - a. TRUE
 - b. FALSE
10. True or False. Our semi-trucks hold approximately 20,000 lbs.
 - a. TRUE
 - b. FALSE
11. What do we call our hard rubber wheeled flat carts?
 - a. 2-wheeler
 - b. 4-wheeler
12. What do we call the job site manager?
 - a. General manager
 - b. Job manager
 - c. Foreman
13. What do we call the long cotton or burlap strap that is used to move mattresses and other furniture items?
 - a. Hump strap
 - b. Long strap
 - c. Strap
14. What does COD stand for?
 - a. Coffee on Delivery
 - b. Cash on Delivery
 - c. Coffee or Donuts
 - d. Cash or Debit

15. What do we call movers that do not work for our company? (They hire our employees for day labor to help load or unload their truck.)
 - a. Outside movers
 - b. Line drivers
 - c. The competition

16. In our industry and within our company, what is a van?
 - a. A 7 or 8 passenger vehicle used to transport our crew.
 - b. The semi and trailer that is especially equipped to handle household goods.
 - c. The standard straight trucks that we use.

17. True or False. A vault refers to a large crate used to store customer items in our warehouse.
 - a. TRUE
 - b. FALSE

18. What do we call the service performed by our company to examine the customer's belongings to develop an estimate of move charges?
 - a. Inventory evaluation
 - b. Survey
 - c. Tariff
 - d. Pack list

19. True or False. Skins are smaller pads that are made of burlap and are used to cover furniture.
 - a. TRUE
 - b. FALSE

20. Who is the shipper?
 - a. Customer
 - b. Driver of the semi-truck
 - c. The moving company