

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

## General Orientation Course Test

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

1. What is Kearney Moving's company mission?
  - a. To make money.
  - b. To bless every customer with incredible service that's worth bragging about.
  - c. Better service, better employees – Kearney Moving.
  
2. What are our three pillars?
  - a. Quality, Integrity, and Service
  - b. Money, Service, and Employees
  - c. The customer is always right; profitability is priority; employees are replaceable
  
3. Our core values are what we live by.
  - a. TRUE
  - b. FALSE
  
4. Of the following, which is NOT one of our core values (ethical conduct)?
  - a. Deliver WOW through service.
  - b. Have fun while you work.
  - c. Deliver an energetic "I'm on it" work ethic.
  - d. Lift with your legs not your back.
  - e. Be humble
  
5. Of the following, which is NOT one of our core values (ethical conduct)?
  - a. Be passionate and determined.
  - b. Build a positive team and family culture.
  - c. Drink plenty of fluids.
  - d. Pursue growth and learning.
  - e. Build open and honest relationships through good communication.
  - f. Be efficient by doing more with less.

6. One of our goals is to maintain \_\_\_\_\_% positive feedback customer rating.
  - a. 50%
  - b. 75%
  - c. 95%
  
7. One of our goals is to be the industry leader in \_\_\_\_\_ and \_\_\_\_\_.
  - a. Nebraska and the Midwest
  - b. Nebraska and North Central Kansas
  - c. the United States and Canada
  
8. It's okay if employees discuss their salaries and benefits with one another.
  - a. TRUE
  - b. FALSE
  
9. The company is not interested in expanding the business.
  - a. TRUE
  - b. FALSE
  
10. Our product focus includes all of the following EXCEPT one. Which one?
  - a. Retail products (packing supplies)
  - b. Storage service
  - c. RV sales
  - d. Moving service
  
11. You may use the customer's bathroom without asking for permission.
  - a. TRUE
  - b. FALSE
  
12. The company does not perform random drug screening.
  - a. TRUE
  - b. FALSE
  
13. There is a company policy regarding use of inappropriate language.
  - a. TRUE
  - b. FALSE

14. Which of the following is NOT true regarding cell phone use during work hours?
- a. Allowed if business related.
  - b. Reimbursement is allowed if employee uses phone consistently for work purposes.
  - c. Personal use is allowed during breaks and while traveling.
  - d. Drivers do not need a hands-free device while driving a company vehicle.
  - e. Ask job foreman for permission to use cell phone for emergency or important call.
15. Alcohol may be consumed while on duty, as long as the customer doesn't see you.
- a. TRUE
  - b. FALSE
16. Drinking alcohol is allowed in moderation for employees over the road, but only when the employee is off-duty and is of legal age.
- a. TRUE
  - b. FALSE
17. Up to 100 personal text messages are allowed during work hours, as long as texts take less than 30 seconds each.
- a. TRUE
  - b. FALSE
18. Regarding arrival timeliness to the warehouse, employee must contact foreman or company ASAP if you will be more than \_\_\_\_ minute(s) late.
- a. 1
  - b. 5
  - c. 20
  - d. 30
19. 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.
- a. TRUE
  - b. FALSE

20. If an employee calls in sick, give as much notice as possible, with a minimum of \_\_\_\_\_ notice.
- 15 minutes' (notice)
  - 90 minutes' (notice)
  - 1 day's (notice)
21. When entering start and stop times for a work day, use cell phone time to the nearest 5 minute increment.
- TRUE
  - FALSE
22. When requesting time off, the company does NOT need advance notice.
- TRUE
  - FALSE
23. Which of the following is NOT true when working for a line driver.
- You are employed by them as contract labor.
  - Your pay and mileage is negotiable.
  - None of the company's policies on conduct apply while working for a line driver.
24. Regarding general personal hygiene and grooming for all employees, which of the following is NOT true for our company policy.
- No pierced jewelry for male employees.
  - Male employees must keep hair well trimmed and clean cut.
  - No facial hair allowed for male employees.
  - Facial hair must be kept well trimmed.
25. All Operations and Office Department personnel must wear company shirt while at work.
- TRUE
  - FALSE
26. Which of the following is NOT true regarding Operations Department attire?
- Pants and jeans are acceptable.
  - Shorts are acceptable.
  - Head bands of all colors are allowed.
  - Ball caps are allowed.
27. To properly report a policy violation, concern, or complaint, employees may contact the general manager through which of the following methods?
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- a. File a complaint in writing.
  - b. Fill out a Correction Notice form.
  - c. Either A or B, depending on the seniority of the individual reporting the incident.
28. If you are aware of a significant violation of policy or procedure, or if there is a damage incident in which you or another employee is responsible, you are required to report the violation or damage within what time period?
- a. 2 hours
  - b. 24 hours
  - c. 2 days
  - d. 1 week
29. In the event of a significant violation, the general manager may issue which of the following corrective measures?
- a. Probation
  - b. Fines
  - c. Termination
  - d. All of the above, depending on the severity of the situation.
30. Full-time status applies to any non-seasonal employee working 35+ hours/week.
- a. TRUE
  - b. FALSE
31. Which of the following are available to ONLY full-time status employees?
- a. Holiday
  - b. Insurance
  - c. Company matching IRA
  - d. Breaks
  - e. All of the above
  - f. All of the above except d.
32. Employees are allowed 20 minutes of paid breaks per 6+ hour work day.
- a. TRUE
  - b. FALSE
33. Employees requesting an additional break for any reason must obtain approval from management or job foreman; these breaks will be unpaid.
- a. TRUE
  - b. FALSE

34. Which of the following is NOT true regarding tips, giveaways, and hauling?
- a. Tips received at the destination should be appropriately divided by the foreman among the entire crew that worked on the job unless the customer specifically divides it up for each crew member.
  - b. Ten percent of the tip money should be directed to the office staff for their efforts in selling the job.
  - c. Asking the customer for tip money is appropriate behavior.
  - d. Items from haul away jobs are property of the company.
  - e. Customers giving away items are available for employees to keep.
35. Check all that apply for reasons for termination.
- a. Insubordination
  - b. Poor work ethic
  - c. Stealing
  - d. Dishonesty
  - e. Not meeting company expectations
  - f. Not working well with co-workers
  - g. Negligence that jeopardizes safety
  - h. Discussion of employee's pay or bonus (you may discuss rewards)
  - i. Any action or attitude determined by the company unworthy of employment.
36. At the end of employment, which of the following must be returned? Check all that apply.
- a. All company clothing.
  - b. All company keys.
  - c. Any other company equipment.
37. Who handles all initial customer interaction at the job?
- a. All crew members
  - b. Job foreman
  - c. General manager
  - d. Sales manager
38. Who conducts the customer walk-through along with the job foreman?
- a. All crew members
  - b. No more than three crew members
  - c. The driver

39. Which of the following are common home preparation options?
- a. Floor covering and stair protection only.
  - b. Floor covering and stair protection, along with banister and door jamb protection.
40. Who performs the departure from origin walk-through?
- a. Customer
  - b. Job foreman
  - c. Crew members
  - d. Only the customer and job foreman
41. It is not necessary to conduct a new walk-through at the destination job site.
- a. TRUE
  - b. FALSE
42. Who oversees the unloading of the trailer at the destination job site?
- a. Customer
  - b. Job Foreman
  - c. Loader
  - d. Crew
  - e. Only the job foreman or loader
43. Which of the following marks the completion of the formal job?
- a. Departure from the destination
  - b. Arrival at our company facility
44. Upon arrival at our company facility, make sure the vehicle is fueled up if less than \_\_\_\_\_ tank.
- a. half
  - b. quarter

45. What other tasks must be complete upon arrival at our facility? Check all that apply.
- a. Park vehicle properly.
  - b. Clean-up cab by removing any personal debris.
  - c. Account for and properly secure equipment.
  - d. Complete any necessary truck/trailer maintenance, or report issues to the general manager.
  - e. Remove debris from truck/trailer if there is adequate time or report the need for a cleanup to the general manager.
  - f. Complete security inspection; ensure the vehicle is properly secured and locked.