



DEPARTMENT OF HUMAN RESOURCES

Study Guide Building Attendant/Custodian Written Examination

- This booklet contains SAMPLE QUESTIONS ONLY. Studying this booklet will not necessarily improve your exam score.

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PURPOSE AND CONTENT OF THIS STUDY GUIDE

This guide was developed to help you prepare to take the written exam for Building Attendant/Custodian. It contains general exam-taking advice and also provides specific information related to the exam content. This information includes the subject areas covered by the exam, the kinds of questions to expect, strategies for approaching the questions, and sample questions. Though this information cannot guarantee a higher exam score, it can give you direction for your exam preparation that will assist you in doing your best.

PREPARING TO TAKE THE EXAM

Before the Day of the Exam

- Review this guide to get familiar with the content of the exam. Knowing about the topics and kinds of questions that will be in the exam will ensure that you will not be surprised by the content of the exam or the manner in which it is presented. This can improve your ability to demonstrate your job potential.
- Make sure that you know where the exam will be administered and all of the relevant details, such as where to park, where to report for the exam, and what identification is required.

On the Day of the Exam

- Make sure that you are well rested and have eaten. These things will help your concentration during the exam.
- Plan your day to allow plenty of time to get yourself prepared and get to the exam site. Allow enough time to cope with weather, traffic, parking, etc. Hurrying creates anxiety, so do not put yourself in the position of having to hurry.
- Listen carefully to all instructions from the exam administrator. Make sure that you understand the instructions and carry them out correctly. Ask questions at the proper time before the exam begins if you are unsure of any aspect of what you should do during the exam.

GENERAL EXAM TAKING TIPS

- Use your time carefully. The time limit should provide you with more than enough time if you move through the exam steadily and do not spend too much time on any one question.
- Read the questions and answer choices carefully. Read all of the answer choices before you select an answer.
- If you come to a question that is especially difficult, skip that question and come back to it later if you have time.
- Answer every question. Scores are based on the number of correct answers. You will receive no credit if you leave an answer space blank. It is to your advantage to use your best judgment to make a choice among the answer choices provided.

THE BUILDING ATTENDANT/CUSTODIAN WRITTEN EXAM

The written exam for Building Attendant/Custodian is based upon a job study that identified the most important knowledge, skills, and abilities required to perform the job successfully. These areas include:

- your knowledge of basic safety practices.
- your knowledge of concepts related to indoor maintenance.

All of the exam questions are presented in a multiple-choice format. Each question is identified by a question number that is followed by a question statement. After the question statement, there are between two and four answer choices. You should read all of the answer choices and then choose the best answer. Each question has only one correct answer.

EXAM SECTION I: BASIC SAFETY

This exam section contains eighteen (18) questions related to performing physical tasks and responding appropriately to indoor and outdoor hazards and safety concerns. A good strategy for answering questions in this section is to create a picture in your mind of the situation described in each question and its response choices. This should help you to clarify the types of hazards that might be associated with the situation and how they are affected by the different choices.

Examples of these types of questions are shown below with each question followed by a brief explanation of the correct answer.

1. The safest technique for carrying buckets of water is to:
 - A. carry them with two hands.
 - B. only fill them to the half-way mark.
 - C. position them away from the body.
 - D. use buckets that have a thin handle.

Answer: The correct answer to sample question #1 is response choice "B". The greatest risks posed by carrying buckets of water are lifting injuries and tripping or falling injuries. Filling buckets to the half-way makes the load less heavy and more maneuverable, which will reduce both risks. Choices "A" and "C" would place the buckets in a position that produces greater lifting strain. Choice "D" would place greater stress on the hands.

2. You bumped into the corner of a desk and now have a large, sore bruise on your thigh. Which of the following is an appropriate technique for treating such an injury?
 - A. Rub a heat ointment into the area.
 - B. Immerse the area in cold water for 5 to 10 minutes.
 - C. Place a heating pad on the area for at least 30 minutes.
 - D. Place an ice pack wrapped in a towel on the area for 10 to 20 minutes.

Answer: The correct answer to sample question #2 is response choice "D". Placing an ice pack with some form of cover over a bruise is a recommended form of treatment. Heat is not recommended as a treatment for bruising.

3. You must use a new floor buffing machine that you are not familiar with. The best way to make sure that you safely use this new equipment is to:
- A. read the instruction manual.
 - B. ask a supervisor to explain how the equipment is used.
 - C. try using the equipment in an exam run before starting work.
 - D. look up accidents that others have had using the equipment.

Answer: The correct answer to sample question #3 is response choice "A". The manual for a piece of equipment will have the most complete explanation of proper use and potential hazards. The other options may provide some information, but are likely to be incomplete.

EXAM SECTION 2: INDOOR MAINTENANCE

This exam section contains twenty (20) questions that evaluate your knowledge of basic cleaning tools and methods and the basic arithmetic needed to make calculations for tasks such as work planning or diluting cleaning products. The best strategy for approaching questions in this exam section is to read each question and all of the response choices. Then re-read the question to make sure that you understand precisely what is being asked. Then, create a visual image of the situation presented and how each response choice affects it, keeping in mind what you know about indoor maintenance. For example, some response options may be more likely to cause damage to the tools or areas being cleaned. You can then eliminate the least reasonable options and select the one best option.

Examples of the types of questions in this exam section are shown below with each question followed by a brief explanation of the correct answer.

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4. A soda was spilled and splashed against a wall that is painted with latex paint. By the time that you become aware of the stain, the liquid has dried on the wall. The best way to clean the stain on the wall is to use:
- A. ammonia.
 - B. a degreasing agent.
 - C. an abrasive cleaner.
 - D. mild soap and water.

Answer: The correct answer to sample question #1 is response option "D". Mild soap and water should remove the stain without damaging the paint. The other options may result in damage to the paint.

5. You are using a spray foam to clean the carpeted lobby of an office building. The product comes in a can and each can indicates that it can clean an area of 75 square feet. If the office lobby is 600 square feet, how many cans of the product will you need?
- A. 4 cans.
 - B. 5 cans.
 - C. 6 cans.
 - D. 8 cans.

Answer: The correct answer to sample question #5 is response choice "D". The correct way to determine the number of cans needed is to divide the floor area of the lobby (600) by the area covered by a single can of cleaner (75). The answer is the result of this arithmetic: 600 divided by 75 equals 8.

Use the information below to answer the next question.

In order to avoid back injuries and repetitive motion injuries to the upper body that can be caused by vacuuming, it is important to use proper technique and body positioning. The correct way to vacuum is to stand straight, use both hands (one to pull and one to push), and move forward using the legs rather than the back. You will further reduce the chance for injury if you avoid overreaching, bending forward, or moving in a manner that places the elbows behind the body.

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6. According to the information above, when you are vacuuming you should move the vacuum by:
- A. walking upright and pushing with one hand.
 - B. leaning forward and pushing with one hand.
 - C. walking upright and pushing with two hands.
 - D. leaning forward and pushing with two hands.

Answer: The correct answer to sample question #6 is response choice "A". The reading passage states the correct method for vacuuming is to stand straight, use one hand to push, and move forward using the legs. This approach is described in choice "A".

ADDITIONAL ASSISTANCE

If you feel that you would benefit from more practice, your local library or relevant internet web sites may have reference materials that can be helpful. This is true for all of the subject areas covered by the Building Attendant/Custodian written exam.