

S.O.G. 103  
Professionalism  
Instructors Guide

The purpose to this class is to make sure each employee understands what it means to be a professional in the work place and for them to understand L.S. expectations of conduct on the job.

1. Have employee watch video – Quality Landscape Management The Employees Role.
2. Have employee take the quiz.
3. Document results of quiz on progress chart, have employee sign.
4. Give a copy of the quiz to the front office to put in employees file.

Pass \_\_\_\_\_  
Fail \_\_\_\_\_

S.O.G. 103  
Quality Landscape Management:  
The Employer's Role  
Quiz

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

Date: \_\_\_\_\_

Instructor: \_\_\_\_\_

Check the *one best* answer that completes the following statements.

1. By routinely inspecting the landscape at the properties you manage, you can:
  - \_\_\_a. assess pest problems and correct them early.
  - \_\_\_b. better schedule your daily activities so that tasks are accomplished more efficiently and thoroughly.
  - \_\_\_c. ignore all problems that are not specifically part of your work assignment.
  - \_\_\_d. a and b.
  
2. When you arrive at the job site, look at the property through the eyes of:
  - \_\_\_a. your company's owner/operator.
  - \_\_\_b. your crew leader.
  - \_\_\_c. your client.
  - \_\_\_d. your co-workers.
  
3. When arriving at your work area:
  - \_\_\_a. look around for obvious problems.
  - \_\_\_b. start work immediately so you can take an early break.
  - \_\_\_c. review a checklist, if one is available.
  - \_\_\_d. a and c.
  
4. Examples of problems that need immediate attention would include:
  - \_\_\_a. trash littering highly visible areas.
  - \_\_\_b. fallen limbs.
  - \_\_\_c. wilted or discolored plants.
  - \_\_\_d. all of the above.

5. A team approach to problem solving is better than the one-person approach because:
- a. all team members can share knowledge and learn about the problem.
  - b. should a similar problem occur in the future, it can be detected and corrected early.
  - c. discussion of the problem can be embarrassing and waste time.
  - d. a and b.
6. If you do not know the exact cause of a problem, then ask:
- a. an experienced co-worker.
  - b. your foreman.
  - c. your local county extension agent.
  - d. all of the above.
7. Some disease problems, such as shot-hole of English laurel, are caused by improper cultural practices. An example of an improper cultural practice would be:
- a. applying a recommended fertilizer material according to soil test results.
  - b. using overhead irrigation frequently when a leafspot disease is present on the foliage.
  - c. maintaining a mulch material on the soil around laurel plants to help prevent the splashing of disease spores onto leaves.
  - d. spot checking the laurel plants, and hand picking the infected foliage.
8. Picking up trash as you mow, and pulling obvious weeds when you see them are important parts of an efficient quality management program. These tasks should be performed:
- a. as a last step before leaving the job site.
  - b. as soon as you notice them.
  - c. at the most convenient time to you before leaving the job site.
  - d. only if you have the time before leaving the job site.
9. A dress code that requires employees to maintain a neat, well groomed appearance while on the job, projects a professional image for:
- a. yourself.
  - b. your company.
  - c. your industry.
  - d. all of the above.

10. When edging a sidewalk, show courtesy and respect to pedestrians by:
- a. disengaging blade and stopping work until the person walks past.
  - b. speeding up to stay ahead of the person walking.
  - c. apologizing for the noise.
  - d. paying so much attention to them, that you get your work done faster.
11. If a different crew is responsible for irrigation work, then you should:
- a. ignore any problems you find.
  - b. tell your supervisor when you get back to the shop.
  - c. flag any problems you find and notify the irrigation crew and/or your supervisor.
  - d. try to fix the problem yourself.
12. A good weed control program is an essential part of a quality landscape management plan. For heavy weed infestations, the best plan would be:
- a. a pre-emergent herbicide program only.
  - b. a pre-emergent herbicide program combined with spot pulling of visible weeds.
  - c. a post-emergent herbicide program only.
  - d. both a pre-emergent and a post-emergent herbicide program.
13. Fire ant mounds on property that you or your company manages:
- a. are tolerated by clients because they are so common.
  - b. are sometimes allowed because they feed on lawn insects.
  - c. are never acceptable because they, like weeds, create a negative perception of your service.
  - d. are protected by the EPA's endangered species act.
14. Neatly edged sidewalks and shrub borders:
- a. make the property attractive, but the clients do not really expect it of you.
  - b. make the property attractive, and is expected of you as part of the job.
  - c. are not acceptable and create a negative impression of your work.
  - d. b and c.
15. Trimmings that result from the pruning of shrubs and trees should be removed:
- a. immediately.
  - b. just before leaving the job site.
  - c. from all job sites at the end of the work week.
  - d. only during wet weather so plant diseases do not spread.

16. Dirt, debris, clippings, etc. that are left on the sidewalks, turf or shrubs are:
- a. unsightly, but often there is no time to clean them up before you have start another job.
  - b. unacceptable, and should always be cleaned up before leaving the job site.
  - c. only cleaned up on the most visible parts of the property.
  - d. acceptable because this material will rot and add organic material to the soil.
17. A quality landscape management program assures:
- a. a consistently high quality product.
  - b. consumer appeal.
  - c. customer satisfaction.
  - d. all of the above.
18. Your role as a landscape professional is to project your company's quality management program:
- a. only at professional meetings.
  - b. every moment you are on the job.
  - c. only when the client can see you.
  - d. only when you think you can get a raise in salary.